

Customer Relations Specialist

As a Customer Relations Specialist in our Group Customer Contact Services department you'll be responsible for providing courteous, accurate and timely responses to incoming benefit inquiries. This is an extremely important role within the Canada Life team as you are often the first point of contact for plan members with questions. You'll partner closely with other departments in making our members feel valued and appreciated!

The department operates **from 6:30am to 8pm (EST), Monday to Friday**, which means no late evenings and no weekends! We are closed on statutory holidays too. You'll also benefit from many advantages, such as:

- Full time hours
- Paid six-week training program, followed by 2-3 weeks of mentorship
- Three paid Personal days, paid vacation, and a wellness account
- Excellent benefits
- Pension plan
- Option to participate in the Share Ownership Program
- Bonus plan based on your individual performance
- Education reimbursement program \$2,000 (annually)
- Career advancement options
- Being a part of a great team!

As part of our team you will:

- Effectively troubleshoot/resolve **medical, dental and drug telephone/email** inquiries using various systems and tools in a timely fashion
- Provide accurate responses to plan members, medical and dental providers, and plan administrators, while maintaining the **highest level of customer service**
- Actively participate in an **ongoing learning environment** where you'll receive developmental opportunities

Does this sound like you?

- You have **superior customer service skills** and are an effective listener
- You are **resilient** and able to handle the stress of a 'real-time' environment
- You have a **natural curiosity** and are a **critical thinker**
- You have an **optimistic outlook** and have a **positive approach** to work
- You possess **strong organizational** and **time management skills**
- You have **excellent Microsoft Office skills** and an ability to learn multiple computer systems, both Windows based and other
- You have **strong written communication skills**
- You've demonstrated the **ability to solve problems** through investigation and make timely decisions
- You have a **high school diploma or equivalent**
- **Bilingual (French/English) is an asset**

Network Requirements

- 1) Home Network WIRED (LAN Cat5e or higher cable) directly from CL Laptop to Home Router/modem. 2) Internet Service Provider (ISP) minimum connection: 50MB Download & 5MB Upload speeds (speedtest.net screenshot to confirm) 3) Note: 250MB bandwidth per month usage or higher may be consumed

This role requires Protection B security clearance.

Given the size and scope of our organization, we have the flexibility for this position to be located in the following head office locations: Montreal, Toronto, London, Winnipeg or Canada-wide Remote.

How to Apply?

1. Please apply directly on our website (careers.canadalife.com).
2. Email **Nikki Vieira, DEI Talent Acquisition Partner** and mentioned where you saw this job posting.
Nikki.Vieira@CanadaLife.com