



Careers

Title Student Service Advisor

Job ID 17CX0-034

Position Overview

BCAA is proud to be named one of the 50 Best Employers in Canada 2016!

BCAA is hiring a Student Service Advisor for our Prince George Service Location. As one of BCAA's Member-facing team members, the Student Service Advisor is dedicated to delivering amazing Member experiences, with a focus on Membership and auto insurance products. The Student Service Advisor is a source of positive brand impressions and builds long-lasting relationships with all of our Members and helps them derive the maximum value from their Membership through identifying needs for additional BCAA products and services. The Student Service Advisor collaborates with a team who is passionate about igniting unparalleled Member loyalty that enables BCAA to be the most trusted organization in British Columbia.

Key Responsibilities **Sells and upgrades Membership and auto insurance to new and Include renewing Members**

- Through consultative in-person or over the phone sales, acquires new Membership and Autoplan and private auto insurance sales; where required and with the appropriate qualifications, sells additional BCAA products and services
- Renews BCAA Memberships and Autoplan and private insurance policies by reviewing current coverages and making recommendations; where required and with the appropriate qualifications, renews additional BCAA products and services
- Reviews product terms and conditions including, but not limited to, coverages, limits and exclusions to limit errors and omissions
- Deepens Member relationships through excellence in customer service including informing Members of Member value and opportunities to save
- Collaborates with BCAA and other supplier's Underwriters
- Meets all prescribed sales, business-building and retention targets, and BCAA and AAA/CAA Member experience goals, best practices, standards and Underwriting guidelines

Creates referrals for cross-selling of BCAA products and services to new and renewing Members

- Creates referrals for Senior Insurance Advisors for cross-selling homeowners' and travel insurance
- Creates and follows up on future business leads and upcoming renewals

Manages Member/customer accounts and concerns

- Updates Member information and insurance policy details in applicable systems
- Processes Membership and Autoplan and private auto insurance endorsements and cancellations; where required and with the appropriate qualifications, processes endorsements and cancellations for additional products and services
- Issues new and renewal Membership transactions and Member entitlement products such as Trip Tiks (auto travel route planning), passport photos, international driving permits, Member maps, tour books and camp guides
- Resolves Member concerns by following BCAA's Member resolution standards and meeting BCAA and AAA/CAA Member satisfaction goals

Processes and manages Member/customer documents

- Processes payments and follow up on outstanding payments
- Issues new, renew and makes changes to Memberships
- Issues new and renewal Autoplan and private auto insurance policies, cancellations, endorsements, plates and transfers; where required and with the appropriate qualifications, issues new, renewal, endorsements and cancellations for additional BCAA products and services
- Meets all required processing standards for storage, retrieval, confidentiality, accuracy and timeliness

Acquires and maintains industry, product and systems knowledge

- Maintains a working knowledge of all BCAA Membership and insurance manuals, best practices, standards, policies and systems
- Attends required BCAA and industry training courses
- Keeps up-to-date with industry knowledge and competitors' product offerings
- Maintains annual insurance licensing requirements

Other duties, as assigned

- Greeting and administrative duties, when co-workers are absent

Minimum Minimum Qualifications

- Completion of Grade 12
- 2 years' experience in a sales and service environment
- Level 1 insurance license and willing to complete Autoplan Essentials
- Demonstrated sales productivity and customer service skills
- Demonstrated multi-tasking skills and proven ability to prioritize activities
- Strong interpersonal communication skills

- Ability to work within a fast-paced team environment and maintain a high level of professionalism
- Proven judgment and decision-making abilities. Must be able to consider costs and benefits of potential products in order to make appropriate recommendations.
- Proven critical thinking abilities. Must be able to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to meet prescribed sales, business-building, retention and customer satisfaction targets and objectives
- Strong computer skills with basic knowledge of MS Office Suite Products (Word, Excel, Outlook)

Preferred Qualifications

- CAIB certification
- Completion of Autoplan Essentials
- Completion of BCAA insurance-related training
- Knowledge of applicable BCAA and ICBC systems
- Limited history of Errors & Omissions and in good standing with the Insurance Council of BC
- Ability to speak alternate languages that would support particular market demographics

Background Check:

- Must successfully pass a background check, which may include a criminal, credit, credential, driving and physical check.

Please Note: The successful candidate will be required to successfully complete background checks, which may include criminal, credit, credential, driving, physical and reference checks for employment with BCAA.

Division CXO

Job Status Temp Part Time (TPT-)

Date Added 10/14/2016

Branch/ Location Prince George

City Prince George

State/Province British Columbia [BC]

Pay Class Hourly plus Incentive Pay

Compensation & Benefits Overview At BCAA, we offer competitive compensation packages and excellent career advancement opportunities. To find out more, ask the hiring managers during your interview.

PLEASE NOTE THAT THIS JOB POSTING WILL REMAIN OPEN UNTIL THE POSITION IS FILLED. BEFORE APPLYING FOR A POSITION, CLICK ON THE VIEW JOBS SECTION TO ENSURE THIS POSTING IS ACTIVE.

Did You Know: BCAA provides four hours of paid time off through the new

BCAA Volunteer Program to help the charity of your choice?

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