



## **Customer Care Specialist**

Do you thrive in a fast-paced, customer-centric organization? Do you enjoy interacting with clients? Are you detail-oriented and able to multi-task? Are you able to adapt and learn quickly? If you answered YES to these, please read on!

Reporting to the Manager, the Customer Care Specialist is responsible for responding to inquiries from clients through inbound calls, web chat or email. We're looking for candidates who are able to multitask, stay organized while providing superior customer service. You will be expected to be an active team member by supporting work efforts, providing feedback and contributing to team productivity. This is a full-time, salaried role with eligibility for a robust benefit plan.

**guard.me International Insurance** recognizes people as our most valuable asset. We look for individuals who like working with and helping people and who are interested in long-term career growth within an established, successful company. The work environment is fast-paced and high-energy. You'll get a chance to communicate with others, as everyone's input is valued. The culture is truly collaborative. You'll be working with an established award-winning team with an impressive track record.

If we still have your attention, please read through the responsibilities and qualifications and if you think you're a good fit, we'd love to review your resume!

### **Responsibilities:**

- Provide and maintain a high standard of customer service to client organizations, insured's, their families and guardians
- Answer incoming calls, respond to emails and maintain chat communication regarding general inquiries, policy coverage and/or claims in a timely, accurate and relevant manner
- Communicate appropriately based on the situation, using empathy and adjusting tone as needed in sensitive situations
- Maintain accurate data entry; organize and work with detailed records to access, search and retrieve information efficiently
- Contribute to and maintain document management activities (filing & storing of documents, inventory or research activities)
- Responsible for resolving customer complaints in a professional and timely manner
- Liaise with other departments to solve queries as necessary
- Actively engage in continuous learning and development, including expanding knowledge of **guard.me** products & processes
- Other duties as required

### **Qualifications and Skills**

- Minimum of 3 years' experience in a Contact/Call Centre environment

**Travel Healthcare Insurance Solutions Inc. – HR Department**

80 Allstate Parkway, Markham, Ontario L3R 6H3

Tel: 905-752-6210 Toll-free: 1-877-873-8447

Email: [hr@guard.me](mailto:hr@guard.me) Website: [www.guard.me](http://www.guard.me)

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- Completion of Secondary School, College Diploma, or Degree, or equivalent combination of education and experience.
- Insurance experience would be an asset
- Excellent customer service attitude with an ability to demonstrate this while taking calls
- Solid teaming skills to work collaboratively in a positive, energetic and outgoing manner
- Comfortable adapting to new situations with the ability to perform well, negotiate and problem solve in dynamic situations
- A strong attention to detail with the ability to multi-task
- Ability to maintain high-level of confidentiality of clients' information
- Tech-savvy with the ability to learn new computer systems and work with industry related software programs
- Experience using Microsoft Office (Word/Excel/Outlook), Adobe Reader, Internet Search Engines (Google Chrome, Mozilla, IE)
- Excellent verbal & telephony skills with the ability to maintain a calm and professional demeanor
- Excellent written communication skills with the ability to compose professional correspondence in English
- Ability to communicate in a second language is an asset

### **How to Apply:**

Please e-mail your cover letter and resume to [hr@guard.me](mailto:hr@guard.me) (sub: "Customer Care Specialist"), with details of relevant work experience and why you feel you are a good candidate for this position.

We thank all candidates, but only those selected for an interview will be contacted. We are not accepting calls from Recruiters at this time.

*guard.me is an equal opportunity employer and encourages applications from all qualified individuals. Accommodation will be provided to requesting candidates during the recruitment process.*

Disclaimer: Please note that this document is intended to provide an overview of job accountabilities and does not necessarily list all tasks related to the job.

### **About Us**

**guard.me International Insurance** is the premier provider of quality healthcare insurance to the International Education and Travel Market. We provide comprehensive health insurance products for international students who are studying in Canada and for international students who are studying outside of Canada, as well as teachers and participants in exchange, co-op and work abroad programs. Since 1994, we have continually worked to exceed the expectations of our clients by offering superior service, comprehensive policy benefits and fast efficient claims processing that continue to surpass industry standards.

**keep.meSAFE** is the industry's first and only digital mental health support program for international students. The platform offers students immediate and confidential access to culturally relevant counselling in their native language, day or night. Students have the option of connecting with a professional counsellor via an app or by mobile phone, online chat, video, email or in person. Created specifically with international students in mind,

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**keep.meSAFE** is designed to complement existing on-campus counselling services and is fully customized to each school.

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