



Administrative Assistant

The Centre for Study of Insurance Operations (CSIO) is a national insurance association representing over 38,000 brokers, insurance companies, and software providers. CSIO develops innovative technology standards and digital solutions designed to enhance the consumer's ease of doing business in the broker distribution channel.

Position Summary: CSIO seeks an energetic individual who will provide high quality customer service to existing and potential members and assist in administration and member communication initiatives. This position includes member facing and office administration responsibilities, with key accountabilities for responding to member inquiries in a timely and efficient manner, managing the billing process and assisting in the planning and execution of various member initiatives and events. The successful candidate will also support the management team in administrative functions.

The ideal candidate thrives in a dynamic, collaborative, multidisciplinary environment and jumps at the opportunity to take initiative, respond to members, and make valuable contributions to the work of team members. This position will be based out of CSIO's Toronto office.

Key Responsibilities:

- Act as main point of contact by telephone, email and live chat providing high quality customer service for all inquiries related to membership, help desk and other related areas
- Perform office administration functions such as answering calls, managing mail, greeting visitors, etc.
- Provide support to the President and Senior Management
- Maintain a comprehensive database management system with complete and accurate member data
- Assist in various membership and communication initiatives including annual renewals, new account requests, technical support, marketing campaigns, etc.
- Coordination and execution of events, including conferences, Annual General Meeting, luncheons, etc.; Responsible for making travel arrangements for staff
- Manage vendor contracts regarding equipment, supplies, printing services, office equipment maintenance, etc.
- Assist in various HR functions
- Responsible for the monthly tracking of budget and recording of expenditures; processes bills and issues cheques; prepares regular or ad hoc status reports. Assist in other financial functions using QuickBooks

Qualifications:

- Bachelor's degree
- Minimum 3 years of professional business experience, particularly in customer service area
- Experience working in insurance industry
- Proficient using MS Outlook, Word, PowerPoint and Excel
- Excellent administration and organization skills
- Ability to work under the pressure of deadlines when multi-tasking and problem solving
- Possess strong attention to detail and highly adaptable
- Exceptional interpersonal skills
- Excellent English written and oral communication skills
- Shows a high level of initiative and a strong sense of ownership
- Highly motivated to work in a fast-paced, team-oriented environment

To apply for this position, please email your cover letter and resume.

Job Type: Full-time