



Job Title: Senior Broker/Client Manager
Permanent, Full-time Position
Location: Toronto, ON (travel throughout the province)

The Housing Services Corporation (HSC) is on a mission to build a strong, financially sustainable, affordable social housing sector in Ontario. Created by the Province of Ontario in 2002, HSC works directly with municipalities and housing providers to deliver business services that help them achieve their goals. We are currently recruiting for a Senior Broker/Client Manager to join our insurance team.

Reporting to the Chief Operating Officer, the Senior Broker/Client Manager is responsible for client management within HSC's core group property and casualty insurance program. This role is responsible for meeting client needs within the HSC client base, comprised of 650 Ontario social housing providers with assets of more than \$34 billion. They will need to oversee day-to-day client communications, ensure a successful response to client inquiries, deliver client proposals, and manage Third Party Service Providers as required. This position requires occasional travel throughout the province of Ontario.

Responsibilities:

- Ensure the delivery of “best in class” insurance services to the sector guided by effective risk management practices
- Maintain and manage a book of business and build strong customer relationships
- Provide strategic input into business decisions as a trusted advisor and serve as a subject matter expert on insurance products
- Understand and explain coverage terms to clients and prospective clients
- Review and evaluate information and analytics to assess client risks
- Review the program/processes for effectiveness, consider industry trends and recommend program enhancements and new initiatives to senior management
- Serve as a spokesperson for the program and provide direct client support through email, telephone and in-person engagement
- Support senior leaders on domestic and international underwriter negotiations, and ensure smooth delivery of annual program renewals and prospective client proposals

Desired Skills and Experience:

- RIBO licensed broker (required)
- Minimum 7-10 years of commercial lines or underwriting experience, with progressive management
- Certified Risk Manager (CRM) or Chartered Insurance Professional (CIP) designation preferred



- Excellent knowledge of property and casualty insurance, including current market trends
- Strong interpersonal, verbal and written communication and customer service skills
- A high level of professionalism and diplomacy in day to day operations
- Ability to work well with colleagues, clients and vendors with minimal supervision
- Effective time management skills and the ability to multi-task
- Results-driven and possess strong organizational skills with a high attention to detail
- High degree of accountability and commitment, with a desire to strive for continuous improvement, both in professional development and improved business processes
- High level of computer literacy, including Microsoft Office, Outlook, Word, Excel, and PowerPoint

What We Offer:

- HSC provides a stable and rewarding environment for its employees in today's challenging markets
- Competitive salary with a defined benefit OMERS pension plan
- Generous benefit package
- A modern, open concept office in downtown Toronto, with easy access to transit
- A culture of comradery, where coworkers and management want you to be successful

How to Apply

As part of HSC's COVID-19 response, all job assessments and interviews will be conducted online. All HSC employees are required to be fully vaccinated as a condition of hire in accordance with the HSC Vaccination Policy.

HSC is committed to fostering a diverse, inclusive, equitable and accessible environment. If certain accommodations for disabilities are required, please contact humanresources@hscorp.ca and HSC will make all reasonable efforts to support the participation of all candidates.

HSC thanks all those who apply. However, only candidates selected for an interview will be contacted. To learn more about HSC, visit our website at www.hscorp.ca

HSC is located on the traditional territory of the Mississaugas of the New Credit, the Wendat and the Anishnawbe Indigenous peoples.