

Auto Insurance Advisor**Salary:** \$38,000–\$43,000**Schedule:** Monday – Friday & Saturdays as scheduled**Job Type:** Full-time Permanent, in-person at the Port Alberni Office

The Role

As an Auto Insurance Account Manager, you'll play a key role in delivering exceptional customer service and building strong client relationships. You'll be the first point of contact for customers, helping them navigate their insurance needs while contributing to a supportive and high-performing team environment. This role is ideal for someone who enjoys connecting with people, staying organized, and growing their career in the insurance industry.

Who You Are

- High School graduate
 - Insurance Broker Level 1 license preferred, but willing to train the right candidate
 - A natural at building authentic customer relationships and working collaboratively with a team
 - Highly organized with strong time management and multitasking abilities
 - Able to maintain confidentiality and exercise discretion professionally
 - Proactive, dependable, and customer-focused
 - Motivated to learn and grow within the insurance industry
 - Strong work ethic without sacrificing your ability to have fun on the job
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What You'll Be Responsible For

- Deliver Exceptional Client Service
- Engage with clients to determine their insurance needs and provide expert coverage advice
- Serve as the first point of contact for customers in the branch
- Build authentic and lasting client relationships through excellent service
- Support clients through the claims process with care and professionalism

Manage and Grow Your Book of Business

- Maintain and manage a book of business through proactive client communication via phone, email, and letter
- Process renewals in a timely and accurate manner
- Maintain high levels of client retention through relationship management and service excellence
- Develop new business opportunities by securing expiry dates and cross-selling additional products

Be a Strong Team Contributor

AUTO INSURANCE ADVISOR

- Collaborate with teammates to support branch operations and client needs
 - Stay organized while managing multiple priorities in a fast-paced environment
 - Continuously learn and develop industry knowledge and insurance expertise
 - Contribute to a positive, supportive, and fun workplace culture
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What You Bring

Must-Haves

- High School diploma
 - Strong customer service and communication skills
 - Excellent organizational and time management abilities
 - Ability to multitask and adapt in a busy environment
 - Professionalism, discretion, and attention to detail
 - A positive attitude and willingness to learn
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Nice-to-Haves

- Level 1 Insurance Broker License in British Columbia
 - Previous customer service or insurance experience
 - Experience managing client relationships or sales opportunities
 - Familiarity with ICBC transactions and auto insurance products
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About Us

At Schill Insurance, we've grown from a small, one-person office into a trusted brokerage with multiple locations across British Columbia. While we're part of a larger national network, we've stayed true to our roots as a family-operated business that values people first.

Our culture is built on curiosity, collaboration, and continuous growth. We invest in our team through coaching, training, and development opportunities—because when our people succeed, so do our clients.

Why Join Schill Insurance?

- Competitive salary and comprehensive benefits package



AUTO INSURANCE ADVISOR

- Extended health, dental, vision care, and RRSP matching
- Paid education, licensing, and professional development
- Supportive, team-oriented work environment
- Opportunities for career growth and advancement
- Work-life balance with consistent scheduling and no Sunday shifts
- Three weeks (15 days) of vacation to start
- Three paid “You” days per year (one volunteer day, one personal day, and your birthday off with pay)

As part of our hiring process, successful candidates must consent to a background/credit check and employment verification screening before starting employment.

How to apply: Please send your resume to ejohnston@schillinsurance.com. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

