

Job Posting



Job Title: Employee Development & Training Coordinator

Reporting To: Tom Hickey, COO

Department: Finance & Administration

Location: Oakville Head Office

Start Date: July 2020

Company Overview:

The Magnes Group Inc is one of Canada's leading independent insurance brokerages. Magnes has unique commercial insurance expertise in several industry niche markets, as well as private client insurance and corporate group benefits consulting. Magnes offers specialized services ranging from global insurance placement to innovative risk management strategies.

Magnes is licensed nationally across Canada with offices in Oakville, Toronto, Vancouver and Montreal. Magnes is also proud to be a member of the exclusive Assurex Global Network. Our clients benefit from strategic international partnerships with the ability to "think globally and act locally".

Magnes proudly employs some of the best insurance professionals in the business. Our team consists of a dynamic group of individuals, including some of the brightest minds in risk management. Our vision is to be a "magnetic" organization that naturally attracts and retains the very best in class of clients, suppliers, partners, and most importantly, our employees.

For more information, visit our website: www.magnesgroup.com

Position Summary & Objective:

- Responsible for driving and strengthening our commitment to change through education internally and externally
- Develops and delivers training, educational programs and on-the-job learning initiatives, such as workflow and procedures, insurance education, system training, soft skills training, advisory projects.

Essential Functions:

Internal Education Programs

- Implement training solutions that will enable employees to successfully perform their role and exceed client expectations
- Prepares teaching agendas and determines best instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops to reach target audience. Utilizes adult training techniques.

- Promote and educate company's values and consistently help improve the Employee Engagement scores through the development and facilitation of our values.
- Manage and coordinate training resources, such as insurers, 3rd parties and CE such as RIBO courses, to effectively offer pertinent educational resources
- Coordinate and facilitate the on-boarding of new team members
- Measures program results for all initiatives through follow up surveys of all completed training sessions to evaluate and measure effectiveness. Considers feedback and modifies program objectives and initiatives as appropriate.

Workflow/System Training

- Improve the use and efficiency of the brokerage management system through identification of standard workflows
- Conducts one-on-one training sessions covering specified areas such as on-the-job training, refresher training, technical training, etc.
- Partners with all departments to develop and/or improve service delivery, training, performance support, quality management and/or operational effectiveness.
- Support brokerage operations through co-ordination/training workflows to develop reports providing metrics for appropriate analysis and decision making

Performance Expectations:

- Develops and maintain positive working relationships with team members
- Corresponds with clients, prospects and company representatives in a professional manner
- Performs work activities in an accurate manner and with the proper sense of urgency
- Create a team environment that promotes professionalism and encourages others to excel
- Proactively works toward achieving brokerage and team goals.
- Maintains a positive attitude and show enthusiasm toward job accountabilities and objectives
- Keeps abreast of new developments in order to enhance professional knowledge and competence
- Proactively seeks knowledge of and uses the resources/tools available
- Pursues knowledge of personal strengths and the strengths of teammates in order to be more productive and leverage the time and talents of others
- Acts as a catalyst for change within the company to ensure positive procedures and systems within the service teams and positive results for our clients.

Core Competency Standards:

- ACCURACY AND ATTENTION TO DETAIL – Ability to perform work accurately and thoroughly.
- COMMUNICATION – Ability to communicate effectively with others using the spoken and written word. Ability to actively attend to, convey, and understand the comments and questions of others.
- CONFIDENTIALITY – Ability to maintain strict confidentiality in accordance with MAGNES privacy guidelines for client and employee information, as well as proprietary information.
- CUSTOMER ORIENTED – Ability to take care of the customers' needs while following company procedures.

- RELIABILITY – The trait of being dependable and trustworthy.
- TEAMWORK – Ability to be part of a team and work cohesively to achieve goals.
- TIME MANAGEMENT – Ability to utilize the available time to organize and follow a systematic method of prioritizing tasks in order to complete work within given deadlines.
- PROFESSIONALISM – Represent MAGNES professionally both internally and externally at all times.
- INITIATIVE – Ability to make decisions or take actions to solve a problem or reach a goal.
- SELF-MOTIVATED – Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- RESPONSIBLE – Ability to be held accountable or answerable for one's conduct.
- RESPECT – Values the backgrounds, experiences, opinions, feelings and the contribution of everyone in the course of delivering our services.
- INTEGRITY – Recognizes that building trust demands honesty. Displays a commitment to doing what we promise. Ability to be truthful and be seen as honest and credible in the workplace.
- INNOVATION – Constantly strives to improve both our culture and the value proposition to our customers by searching for better solutions, processes and tools.

Job Specific Competency Standards:

- ANALYTICAL SKILLS – Ability to use thinking and reasoning to solve a problem.
- ASSERTIVENESS – Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- CHANGE MANAGEMENT – Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- COACHING AND DEVELOPMENT – Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- CONFLICT RESOLUTION – Ability to deal with others in an antagonistic situation.
- CONSENSUS BUILDING – Ability to bring about group solidarity to achieve a goal.
- DECISION MAKING – Ability to make critical decisions while following company procedures.
- DELEGATING RESPONSIBILITY – Ability to allocate authority and/or task responsibility to appropriate people.
- EMPATHETIC – Ability to appreciate and be sensitive to the feelings of others.
- NEGOTIATION SKILLS – Ability to reach outcomes that gain the support and acceptance of all parties.
- PERSUASIVE – Ability to influence others to change position or to adopt a specific point of view.
- PROBLEM SOLVING – Detects potential problems at an early stage and seeks to solve them before they escalate. Uses analytical skills and creativity to solve problems. Knows when to ask for assistance or advice. Utilizes the available resources of the company.
- PROJECT MANAGEMENT – Ability to organize and direct a project to completion.
- RELATIONSHIP BUILDING – Ability to effectively build relationships with customers, suppliers, and co-workers.
- TEAM BUILDER – Ability to convince a group of people to work toward a goal.
- TECHNICAL APTITUDE – Ability to comprehend complex technical topics and specialized information.
- WORKING UNDER PRESSURE – Ability to be flexible and complete assigned tasks under stressful situations in a professional manner.

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Skills & Qualifications:

Education	- University Bachelors Degree or equivalent
Languages	- Ability to speak French would be viewed as an asset
License & Certification	- RIBO license would be viewed as an asset - Additional insurance designations would also be viewed as an asset
Work Experience	- 4 to 6 years insurance industry experience - Strong background in instructional design - Excellent verbal presentation & written communication skills - Excellent people skills and ability to work well in a team environment - Strong organizational skills
Computer Skills	- Must be comfortable in an electronic and virtual environment with strong computer skills - Proficiency in TAM and EPIC a definite asset - Advanced MS Office, including Word, PPT and Excel

Compensation:

- Salary Range Guideline
- Bonus Incentives
- Vacation Days
- Personal Days & Birthday
- Sick Days
- Group Benefits Plan
- Registered Retirement Savings & Pension Plan
- Education Reimbursement
- Recruiting Referral Fees

Please send Cover Letter & Resume to: Careers@magnesgroup.com