



**JOB TITLE:** New Business Administrator  
**DEPARTMENT:** IDC Worldsource Insurance Network Inc. (IDC WIN)  
**REPORTS TO:** Director of Operations, Prairie Region  
**LOCATION:** Edmonton, Alberta

**JOB STATEMENT:**

Perform diverse administrative duties in our Head Office that combines Life and Living Benefit Insurance knowledge and case coordination. Candidates should also have an understanding of Insurance products and possess a strong sense and ability to completed detailed reporting while also knowing how to prioritize and multi-task.

**ESSENTIAL FUNCTIONS:**

- Processing and managing applications submitted to include reviewing of information for accuracy;
- Managing electronic submission of applications and electronic follow-up on all pending cases until completion;
- Providing updates and reports to producers on pre-issue and post-issue requirements;
- Building strong relationships with advisors, carrier home office underwriting teams, and other 3rd party administrators in order to handle processing and service issues;
- Performing other administrative duties as required;
- Providing assistance to insurance advisors regarding both new and existing policy information as needed; and
- Providing exceptional customer service to all clients (advisors).

**QUALIFICATION PREFERENCES:**

- Minimum 2 years of extensive life and living benefit insurance knowledge
- Be detailed oriented
- Be comfortable and supportive in a team environment
- Advanced computer proficiency with applications, such as Outlook and Microsoft Office
- Sense of urgency and ability to prioritize responsibilities
- Ability to build strong relationships with producers, peers, and management
- Adaptable with changing tasks and priorities
- Strong customer service skills
- Knowledge of Lifeguide, Insurance Carrier Software, and WealthServ is an asset