

Account Administrator

Waypoint Insurance Services Inc.

Job ID

39143

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LOCATION	DATE POSTED	EXPIRY DATE	
733 Seymour St, Vancouver, BC British Columbia	17-02-2026	16-08-2026	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 36.60	2 years to less than 3 years	Secondary (high) school graduation certificate

Job Details

JOB TITLE: Account Administrator

LOCATION: 733 Seymour St, Vancouver, BC, V6B 0S6, Full-Time (40hrs/week)

Salary: \$36.60/hour

JOB OVERVIEW

The Account Administrator, Venture Division plays a vital support and client service role within Waypoint's Commercial Insurance team, specializing in the unique needs of small business Clients. This position contributes to a seamless client experience by providing insurance advice, accurate documentation, policy processing, and superior service delivery. Working closely with Risk Advisors (Producers), Account Managers, and underwriters, the Account Administrator ensures coverage needs are met and maintained throughout the client lifecycle – from quoting and binding to renewal and claims support.

Job Description

RESPONSIBILITIES AND DUTIES:

- Recommend and provide appropriate insurance solutions, including coverage options, clearly explaining features, benefits, exclusions, and pricing to clients.
- Assist clients in understanding policy terms, premium calculations, and payment methods.
- Identify and solicit potential small business clientele through collaboration with Producers and the Venture team.
- Maintain up-to-date knowledge of the company's appetite for risk, market trends, and binding authorities relevant to small businesses.
- Monitor and assist with claims submissions, following up with clients and insurers as required.
- Support retention efforts by anticipating client needs and identifying opportunities for account rounding and cross-selling.
- Review, issue, and verify accuracy of policy documents, ensuring alignment with binding requests and insurer quotations.
- Prepare tailored market submissions and proposals based on client data and risk information, negotiating terms and

pricing with underwriters where appropriate.

- Coordinate new application intake and renewal efforts in collaboration with Risk Advisors and Technical Administrators.
- Ensure all required policy documentation and underwriting requirements are collected, completed, and stored appropriately.

And:

- 1-3 years of experience in commercial insurance, preferably with small business accounts or in a brokerage setting.
- Level 1 General Insurance License (or willingness to obtain within a defined timeframe).
- Knowledge of commercial insurance products, terminology, and industry best practices.
- Strong organization skills with high attention to detail and ability to manage multiple priorities.
- Excellent verbal and written communication skills, including professional client correspondence.
- Proficiency in brokage management systems (e.g. EPIC) and Microsoft Office Suite.
- Customer-focused mindset with a collaborative and proactive work ethic.

Apply to: careers@waypoint.ca (please send your resume/CV to apply for this job)