



## Operations Support Associate

Are you an organized, detail-driven operations professional who actually enjoys making things run smoother? If so, Salus Mutual is looking for a reliable and adaptable Operations Support Associate to support multiple departments and keep our operational engine running cleanly and consistently. This role is ideal for someone who thrives on accuracy, structure, and being the steady problem-solver others rely on. This role is based out of Ridgetown.

### Why Join The Team?

At Salus Mutual, we believe in giving our employees the tools, trust, and support they need to excel. You won't be micromanaged — you'll be respected as a key contributor to a collaborative, professional team that values accountability, continuous learning, and high standards.

### The Role

As an Operations Support Associate, you will provide flexible, cross-functional support across our core operations. You'll manage documentation, maintain accurate records, support claims intake, and assist teams with shifting priorities while upholding Salus Mutual's standards for quality and service. Your responsibilities will include:

- Serving as a versatile operational resource, supporting multiple teams with changing priorities
- Printing policy documents, assembling mailings, and managing postage workflows
- Maintaining accurate records, file naming conventions, and documentation in company systems
- Preparing, proofing, and distributing digital and print documents according to established standards
- Verifying completeness of agent submissions and ensuring items are labeled and queued correctly
- Acting as the first point of contact for Claims — triaging inquiries, providing general information, setting up new claims, and assisting with processing
- Providing backup to reception, including branch locations, as required

### What We Are Looking For

We're seeking a detail-oriented and highly organized Operations Support Associate who thrives in a service-driven environment, adapts quickly to shifting priorities, and brings a strong commitment to accuracy, professionalism, and teamwork.

#### Experience & Expertise:

- Experience providing administrative or operational support, preferably in an insurance or professional services environment.

- Strong proficiency in document preparation, proofreading, editing, and maintaining accurate records.
- Experience managing multiple tasks with changing priorities while meeting deadlines.
- Understanding of the mutual insurance system and philosophy is considered an asset.

### **Education & Designations:**

- Postsecondary education or equivalent training and work experience.
- Completion of CIP course C11 or working toward a CIP designation is an asset.

### **Technical Skills:**

- Proficiency in Microsoft Office (Word, Excel, Outlook).
- Comfort with insurance software
- Excellent written and verbal communication skills, including editing and proofreading.
- Strong organizational skills with the ability to maintain consistent documentation standards.
- Sound judgment and the ability to prioritize, problem-solve, and make accurate decisions based on established processes.
- Ability to support process improvements and contribute recommendations for more efficient workflows.
- Ability to handle confidential and sensitive information with discretion and professionalism.

### **Personal Attributes**

- Results-oriented with a strong attention to detail and accuracy.
- Adaptable, open to change, and comfortable navigating shifting priorities.
- Collaborative team player who also works well independently.
- Professional, courteous, and supportive when interacting with colleagues, policyholders, brokers, and vendors.
- Strong work ethic with a commitment to accountability, follow-through, and high-quality service.
- Resourceful and self-directed, with a willingness to learn and continually develop skills.
- Integrity-driven, maintaining confidentiality and aligning with company values at all times.

Positive attitude, receptive to feedback, and committed to fostering an open, transparent working environment.

### **Why Salus Mutual?**

- A competitive total compensation package, including a base salary, comprehensive benefits, and a pension plan designed to support long-term financial well-being.
- A collaborative and people-first work environment that supports work-life balance and career development.
- Access to ongoing training and career advancement opportunities.
- An inclusive workplace that fosters innovation, teamwork, and continuous learning.
- A strong commitment to employee well-being, with a focus on health, wellness, and active involvement in the communities we serve.

### **Who We Are**

Salus Mutual Insurance Company is a policyholder-owned organization founded on the principle of neighbour helping neighbour. As a locally based company, we are deeply committed to supporting and giving back to our communities. We take pride in delivering professional, friendly customer service through employees and agents who understand our policyholders' needs and put them first.

## **Interested?**

Ready to take the next step in your career? Apply today by sending your resume and a brief cover letter to [hr@salusmutual.ca](mailto:hr@salusmutual.ca). We look forward to hearing from you! We thank all applicants for their interest and wish to advise that only those candidates selected for an interview will be contacted. Appropriate accommodations will be provided upon request throughout the recruitment and employment process as required under the [Accessibility for Ontarians with Disabilities Act](#) (AODA).

For more information about Salus Mutual Insurance Company please visit our website [www.salusmutual.ca](http://www.salusmutual.ca) or follow us on [Facebook](#), [Instagram](#), or [LinkedIn](#).