



Sales Supervisor

Are you a strong relationship-builder and people leader who enjoys coaching teams, solving problems, and driving results? If so, Salus Mutual is looking for a collaborative and motivated Sales Supervisor to support and guide our Sales team while helping ensure exceptional service delivery and operational consistency. This role is ideal for someone who thrives in a fast-paced environment, enjoys mentoring others, and brings both technical knowledge and leadership capability to their work.

Why Join The Team?

At Salus Mutual, we believe in giving our employees the tools, trust, and support they need to succeed. You'll join a collaborative and professional environment where people are valued, leadership is approachable, and continuous learning and development are encouraged.

The Role

As the Sales Supervisor, you will support the day-to-day operations of the Sales Department while providing guidance, coaching, and technical support to the sales team. You'll work closely with the Business Development Manager to support departmental effectiveness, maintain operational consistency, and contribute to a high standard of customer service and sales support. Your responsibilities will include:

- Supervising and supporting the sales team, including providing guidance on products, claims, underwriting concerns, and day-to-day issues
- Addressing concerns between agents and underwriters while fostering positive working relationships
- Supporting onboarding, training, coaching, and ongoing development of agents and customer service representatives
- Assisting with departmental processes, operational improvements, procedures, training materials, and guidelines
- Supporting the development and monitoring of departmental performance standards and service expectations
- Assisting with internal audits and quality reviews to ensure service consistency and operational effectiveness
- Collecting and analyzing information related to customers, sales trends, products, and insurance services to support future marketing initiatives
- Preparing reports and documentation to support departmental operations and decision-making
- Supporting projects, process improvements, and departmental initiatives as required

What We Are Looking For

We're seeking a confident and approachable leader who can balance people leadership with technical expertise while supporting a collaborative and service-focused environment.

Experience & Expertise:

- Minimum five years of related experience
- Detailed knowledge of commercial, farm, residential, and automobile risk evaluation, rating, coverages, and procedures
- Detailed knowledge of building construction materials and techniques and construction pricing and estimating techniques
- Understanding of the mutual insurance system and its philosophy considered an asset
- Experience with insurance software considered an asset

Education & Designations:

- Postsecondary education or equivalent training and work experience
- Other Than Life (OTL) General Insurance Agent License to be obtained within the first three months of this role
- Valid driver's license and own transportation

Technical Skills:

- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Strong writing, editing, and proofreading skills
- Strong analytical and decision-making abilities
- Ability to adapt to new technology and systems
- Ability to interpret and apply business rules required for sales support

Personal Attributes

- Strong leadership, coaching, and motivational skills
- Results-oriented with the ability to prioritize and manage competing demands
- Collaborative and relationship-focused, with strong interpersonal and communication skills
- Professional, accountable, and integrity-driven
- Adaptable and open to change in a fast-paced environment
- Strong problem-solving skills and sound judgment
- Resourceful, self-directed, and committed to continuous learning

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. 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 or follow us on [Facebook](#), [Instagram](#), or [LinkedIn](#).