



Agent (Experienced)

You've built your knowledge, earned your licence, and handled enough files to know what good service actually looks like. Now you're looking for a place that matches your level. As an experienced Agent at Salus Mutual, you'll manage a complex book of business, be a resource for your colleagues, and deliver the kind of service that keeps policyholders coming back. If you take ownership, think beyond the transaction, and want to be genuinely valued for what you bring — keep reading.

Why Join The Team?

At Salus Mutual, experienced agents are trusted to run their files, develop their expertise, and contribute meaningfully to the team. You won't be micromanaged — you'll be respected as a senior contributor in a professional environment that values depth of knowledge, quality of service, and continuous improvement.

The Role

As an experienced Agent, you will manage a complex and diversified book of business while providing guidance and support to less experienced team members. Your responsibilities will include:

- Managing and growing a diversified book of business across personal, farm, auto, and commercial lines
- Delivering exceptional service to current and prospective policyholders as a trusted insurance resource
- Assessing complex risk situations and recommending appropriate coverage solutions
- Supporting and mentoring less experienced agents, and contributing to team knowledge sharing
- Processing policy changes, renewals, and new business with a high level of accuracy and efficiency
- Resolving escalated policyholder inquiries and concerns with professionalism and sound judgement
- Staying current on product offerings, industry developments, and regulatory requirements
- Contributing to process improvement and upholding Salus Mutual's standards for quality and compliance

What We Are Looking For

We're looking for a seasoned insurance professional who knows their lines of business, can navigate complexity with confidence, and brings the kind of professionalism and ownership that raises the standard for the whole team.

Experience & Expertise:

- Three to five years of related insurance experience, with demonstrated ability to manage a complex book of business.

- Strong knowledge of commercial, farm, residential, and automobile risk evaluation, rating, coverages, and procedures.
- Working knowledge of building construction materials, techniques, and construction pricing and estimating.
- Solid understanding of the mutual insurance system and its philosophy.
- Experience mentoring or supporting the development of peers is considered an asset.

Education & Designations:

- Postsecondary education or equivalent training and work experience.
- Active Other Than Life (OTL) General Insurance Agent Licence required.
- Progress toward or completion of a CIP designation is considered an asset.

Technical Skills:

- Proficiency in Microsoft Office (Word, Excel, Outlook) and insurance software.
- Comfort navigating and working within multiple systems simultaneously.
- Valid driver's licence and own transportation.

Personal Attributes

- Strong independent judgement with the ability to collaborate effectively across teams.
- Excellent communication skills, written and verbal, with the ability to guide and explain clearly.
- Builds and sustains positive, long-term relationships with policyholders and business partners.
- High compliance awareness and a solutions-focused mindset.
- Proactive, adaptable, and committed to continuous professional development.
- Models accountability, integrity, and a high standard of service at all times.

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 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.