

### Customer Service and Sales Agent (over the phone)

Do you long for new challenges? Do you want to be part of a flourishing and super-efficient company? Are you dynamic and know what it means to provide 'excellent customer service'? If so, check out what we have for you!

#### What it's like to work with us:

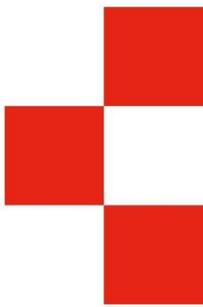
- Work with passionate colleagues in a human-sized company having that family-like environment.
- We're providing you with a full-time job (37.5 hours/week).
- Your schedule would be
  - o Monday to Friday from noon to 8:00 PM
  - o Saturday from 10:00 AM to 3:30 PM (working 5.5 hours but paid 7.5 hours)
- Fully paid during your training.
- Work in a constantly evolving environment with career advancement opportunities.
- Group benefits including health, dental, vision and life insurance.
- Group RRSP with participation from the employer after 1 year of service.
- We recognize your worth with an annual bonus.
- We give you the choice between working in the office, having a hybrid mode or working from home (but you'll need to be in the office during your training).

#### What will you do?

- Answer inbound calls (no cold calls).
- Answer questions our clients could have and inform them about our products.
- Provide quotes and make sales of travel insurance protections.
- Modify existing policies.
- Input all information in our digital client files.
- Participate actively in the continuous improvement of our sales process.
- Keep yourself informed about our competitors and topical matters pertaining to travel and travel insurance.
- Participate in continuing education.
- And many other challenges!

#### Do you have the following talents?

- You like learning new things.
- You work well autonomously, and we can rely on you.
- You don't just hear; you listen.
- You can build positive relationships and a personalized approach.
- You are bilingual (English and French).



## Who are we?

LS-Travel is, first and foremost, a passionate team in the travel insurance business. We are leaders in this industry and work hard to stand out from the crowd, year after year.

We've been in the travel insurance business since 1996 so we know what we're talking about!

Our strength resides in the humane and accessible customer service we provide to Canadian travellers. From sales to emergency assistance, we do everything from A to Z, without any intermediaries.

## How to apply

Are you willing to show us how ambitious you are? We will be happy to discuss with you!

Forget about these formatted texts we usually see in presentation letters. Instead, tell us about yourself in your own words.

What do you like in a work environment (specific tasks, ambiance, relationships, etc.)?

What do you like outside of your work environment? (Your passions, favorite sports, baking skills, trips you've made, etc.)

Do you have examples of professional accomplishments that are worth sharing (pertaining to the job) and that would make you our best candidate for the job?

If you don't have any experience, just answer the questions above. At Tour+Med, we will train you and will help you reach that new professional milestone. Discover your travel insurance potential with us!

Send all relevant information to [gbourgeois@tourmed.ca](mailto:gbourgeois@tourmed.ca)

We can't wait to meet you!

