



*With over 140 years of experience, **Heartland Farm Mutual** is the preferred agribusiness and rural insurance specialist. Our customer intimacy value proposition drives and influences our strategies and tactics as we strive to understand and anticipate our customer's needs beyond their expectations. We are currently recruiting for the role of:*

## **Document Assistant - Waterloo**

This position will offer shared support and assistance to the Document Control area of Operations. Document Control is responsible for the flow of documents in and out of the company by ICS Courier and Canada Post and the scanning of incoming documents. The Operations area includes Reception and Facility. The incumbent will also provide backup for reception, and will assist when necessary with the Operations Team Leader with regard to facility issues.

### **Position Responsibilities:**

- Opening and date stamping of ICS courier mail in the morning.
- Preparation of documents for scanning including use of specific barcodes.
- Scanning documents to Synergize using specific Scanning scenarios.
- Assist with meeting set-ups when requested by providing plates, cutlery, coffee/tea etc.
- Deliver interoffice mail.
- Cover reception at 10am break and again at 12-1pm receiving calls from brokers, claimants, insureds and others.
- Distribute electronic faxes to Synergize Workflow queues at reception.
- Sorting and drop filing Dec pages.
- Preparing ICS courier mail and Canada Post mail.
- Operation of postage meter and folder/insert machines.
- Assist the Team Leader with regard to facility issues as needed.

### **Qualifications:**

- Task oriented with accurate attention to detail.
- Customer service and interpersonal communication skills.
- Ability to learn quickly and work independently in a rapid paced environment.
- As a shared support, this role requires effective and efficient team and independent work.
- Previous experience with scanning, Synergize or other document management systems would be an asset.
- Previous 'mailroom' experience would also be an asset.

### **Physical Demands:**

- May require heavy lifting of boxes over 20 lbs, regular use of stairs and some long periods of sitting or standing.

### **We Offer:**

- A stable environment that truly values integrity, respect, cooperation and teamwork.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking, please submit your resumé and cover letter with the subject line "Document Assistant" to [HR@heartlandfarmmutual.com](mailto:HR@heartlandfarmmutual.com). Heartland welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Closing date April 22, 2016.

***Thank you for your interest. Only those selected for an interview will be contacted. No agencies.***