



## **Associate in Wealth and Insurance, Prospr by Sun Life**

**Posted by:** Sun Life

**Posting date:** 25-Feb-2026      **Closing date:** 24-Aug-2026

**Education:** Diploma

**Language:** English

**Job location:** Toronto

**Salary:** \$\$51,000–\$80,200 Per Year

**Years of Experience:** 1 year

**Vacancy:** 1

**Job Type:** Full Time

**Job id:** CAJ4913230

### **Job description:**

Your history, experiences, and viewpoints make you distinct. You will be challenged, motivated, and inspired to be your best self here. Dynamic coworkers who are passionate about sharing their expertise with you will be your colleagues. Your leaders will motivate and assist you in realizing your full potential and reaching new heights. You will have fresh and exciting chances every day to improve the lives of our clients, who are the center of all we do. Find out how you can positively impact people's lives, families, and communities globally.

Description of the Job:

Take part in something special! Our clients are the focal point of all we do at Sun Life. Your efforts as an Insurance and Wealth Associate with our Prospr by Sun Life team will directly support our goal of assisting customers in achieving long-term financial stability and leading healthier lifestyles.

As a part of our vibrant team, you will be crucial in helping both new and current customers with their service requirements and in urging them to speak with our fully qualified Prospr Advisors, who will provide comprehensive wealth, health, and life solutions.

You have exceptional customer service abilities, are a skilled communicator, and exhibit professionalism at all times. Are you able to adjust to a changing environment with unclear priorities? You are a solution-focused individual who uses active listening to comprehend client requirements and provide timely, customized solutions. Do you also flourish in a workplace that is dedicated to professional, personal, and ongoing development? Apply right now.

What are you going to do?

Respond to calls from our current Prospr block of customers in order to meet their service requirements.

Make outgoing calls to customers who have filed service requests; these requests may include account reviews, beneficiary changes, and policy level adjustments, among other things. To find new sales prospects and provide financial planning services, make cold calls to both current and potential customers.

Oversee the death claims procedure and complete any unresolved death claims.

Use the chat feature to assist and triage customers who access the Prospr platform.

What is necessary for success?

Excellent communication abilities both in writing and speaking, with the capacity to establish rapport and trustworthiness.

Knowledge of mixed or outbound Telephone service or call center

Experience and expertise in the financial services sector

Excellent interpersonal and problem-solving abilities

Available Monday through Friday from 8 a.m. to 8 p.m. on a changeable schedule.

Capacity to use digital technologies to produce captivating customer encounters

Flexible and creative

It will be pleasant to have:

Mutual funds (also known as "IFIC" or "CIFIC") or the Life Insurance License ("LLQP") in Canada

familiarity with Sun Life's investment and individual insurance products

familiarity with the customer relationship management (CRM) technology [Salesforce.com](https://www.salesforce.com)

What do you stand to gain?

We take great pride in being recognized by Great Place to Work® Canada as a Best Workplace for Hybrid Work.

Join us as we work to create the next best digital corporate experience, driven by our shared goal of assisting clients and employees in achieving lifelong financial stability and leading healthier lifestyles.

Benefits that are adaptable to your requirements and those of your family from the moment you join.

Programs for savings, stocks, and pensions may help you improve and increase your future financial stability.

The principal location where the job is listed is where the base pay range is for. It could change based on the successful candidate's place of employment or other variables. Eligible Sun Life workers receive base pay in addition to participation in a variety of incentive schemes, the payment of which is discretionary and contingent on both individual and organizational success. Plans for sales incentives based on individual or group sales performance are available for several sales-focused positions.

At Sun Life, our key principles have always been diversity and inclusivity. Our clients, the communities in which we operate, and each other as coworkers all benefit from having a diverse staff with a range of viewpoints and innovative ideas. Qualified people from various backgrounds are invited to apply.

Those with disabilities who want accommodations throughout the application process or who require alternative formats for job advertising should send an email to

[thebrightside@sunlife.com](mailto:thebrightside@sunlife.com).

Depending on the demands of the company, our clients, and you, we are pleased to be a hybrid organization that gives our workers the option and flexibility to work both in person and remotely! Depending on the demands of the position and each candidate's needs, a number of work choices are available and may be addressed throughout the selection process.

Artificial intelligence may be used to help in applicant sourcing, screening, and interview scheduling.

We appreciate each and every applicant's interest in this role. We will only get in touch with those who have been chosen for an interview.

Pay Range:

51,000/51,000 to 80,200/80,200

Category of Work:

Operations and Customer Service

**To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [thebrightside@sunlife.com](mailto:thebrightside@sunlife.com).**

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