



Commercial Lines Account Coordinator

Edition: 09.2020

Department: Commercial Lines
Reports to: VP of Operations
FLSA Status: Overtime Eligible

Purpose:

Provide administrative support to the agency in the assigned department, and fill in as a secondary back-up for the Receptionist.

Essential Duties/Responsibilities include the following. Other duties may be assigned.

- Assist other team members as needed.
- Pursue a program of personal and professional development.
- Data Entry and miscellaneous projects as assigned.
- Back-Up for the Receptionist (lunch and PTO) if the Executive Assistant is not available:

QUALIFICATIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KEY PROFESSIONAL SKILLS AND ABILITIES

- Confidentiality.
- Advanced proficiency in Microsoft Office products.
- Accuracy and efficiency.
- Management of a challenging workload with proper prioritization and problem solving.
- Helpful, responsive customer service with all internal and external customers.
- Ability to work independently and as part of a small integrated team.
- Professional communication and follow-up.
- Documentation proficiency, attention to detail and compliance with service standards.
- Alignment with Core Values:
 - Continuous Improvement
 - Accountability
 - Insight
 - Integrity
 - Respect

EDUCATION

- Must obtain a resident insurance license within the first 30 days of employment.
- College degree or equivalent training and/or experience preferred.

WORKING HOURS and TRAVEL

- Full Time position.
- Average no more than 1-2 out of town trips per year to attend training sessions