

## Job position

### **Account Manager, Personal Lines Department**

*Huggins Insurance Services, in partnership with Bliss Sequoia Insurance, is seeking a full-time account manager for our personal lines department.*

If you want to be part of a growing independent insurance agency in the Pacific Northwest, join us! We are proud to have a culture of professionalism, teamwork, and a fun work environment that allows you to learn, grow and more importantly enjoy what you do. Our ideal candidate must provide superior customer service to our clients by promptly responding to their inquiries and addressing their individual needs and preferences.

We are thankful not to be part of “Corporate America.” Unlike “Corporate America,” we do not make decisions solely based on revenues. Rather, as a locally owned independent agency, we operate with our employees and clients coming first and foremost. We believe our employees are our greatest asset. With that in mind, we have an open-door policy, friendly atmosphere and have fun!

#### **Responsibilities:**

- Provide the best-level of customer service/support to all client’s accounts
- Handle renewals, process changes, endorsements, policy payments, and cancellations in a timely manner
- Manage client service requests and cross-sell/account-round when opportunities arise
- Bring proficient knowledge of the products/services offered to differentiate from competitors
- Review client exposures and be able to advise on coverage options; be a subject matter expert
- Handle client annual reviews to also include identifying remarket/requote opportunities; be comfortable with client-facing situations

- Work with and support producers in new client acquisition including new business quotes
- Attend training sessions, courses, etc. to develop and maintain up-to-date skills, licensing, and product knowledge
- Prioritize work and manage time effectively
- Effectively present information and respond to questions from clients, teammate groups, and insurance carriers/vendors
- Effectively refer clients to Benefits and Commercial Lines departments to promote agency growth
- Foster and seek relationships with teammates across all levels of Huggins/Bliss Sequoia Insurance

### **Required Skills & Qualities:**

- Solid knowledge and understanding of property and casualty coverage, current legislation, rules, laws, and other regulations
- 2 years minimum Personal Lines service experience preferred
- Active P&C License or willing to obtain within 4 months of employment
- AMS360 experience or skills to learn software program at an accelerated ability
- Maintain a high level of confidentiality
- Fluent with Microsoft Windows, Office 365, Word, and Excel
- Exceptional telephone demeanor
- Exceptional customer service, interpersonal and problem-solving skills

### **What We Offer:**

- Growth and advancement opportunities
- Competitive pay based on experience
- Paid time off
- Generous benefits package: health, dental, vision, etc.