



## **PERSONAL LINES ACCOUNT MANAGER – Job Description**

The Corcoran & Havlin Insurance Group, a division of Cross Insurance, is looking for an experienced Account Manager to join our talented Personal Lines team. The selected employee will service assigned Personal Lines insurance accounts. *Work from home options available.*

### **Specific responsibilities include:**

- Build trusting relationships with both current and new clients.
- Analyze, evaluate and discuss client risks to determine appropriate coverages.
- Handle all inquiries from assigned clients regarding their existing policies and any new P&C insurance needs and requirements.
- Maintain activities/suspenses in EPIC to follow up on outstanding orders, correspondence and overdue items.
- Keep EPIC accurate by reflecting all current policies, limits, and coverage. Scan policy documents and log activity into EPIC.
- Review renewals and provide coverage suggestions or remarket if necessary as requested by insureds producers or manager.
- Keep informed of changes and trends within the industry for the purpose of anticipating and responding to customer and insurance company needs.
- Conduct business in a professional manner in both internal and external communications and with the agency E&O guidelines.
- Other responsibilities and activities as assigned by management.

### **Qualifications:**

- Property and Casualty License
- 3+ years of Agency experience
- Strong organization, interpersonal, written and verbal communication skills
- Ability to problem solve and prioritize work
- Comfortable with technology and with Microsoft products
- Work autonomously and in a team environment

### **Benefits:**

- Salary + annual bonus
- Paid vacation and sick time
- 401K
- Short and long-term disability
- Flexible spending account
- Paid continuing education and training
- 100% employer paid health and dental insurance for individuals

Please send your resume to **Jennifer Wheeler** at [JWheeler@chinsurance.com](mailto:JWheeler@chinsurance.com)