



Personal Lines Account Manager

TCI Insurance Agency- West Fargo, ND 58078

TCI Insurance Agency: We are a full service, locally owned independent insurance agency that has been providing client protection since 1985. Building on that foundation of values: we are a team-orientated, people focused, family-owned business. We are motivated by our entrepreneurial sprit and genuine caring for our employees, clients and community. We invite you to become an integral part of our success.

The ideal candidate must have excellent communication skills to build and maintain relationships with customers and coworkers. Reliable and hardworking, this professional must be team-oriented and organized

ESSENTIAL FUNCTION: The Personal Lines Account Manager is responsible for servicing all customers in their assigned book of business. This position will also perform various office duties as listed below.

Daily Duties:

- Service a designated group of customers, manage and process customer requests including changes to policies, endorsements, billings questions, general questions, providing auto ID cards, answering the phone, accepting payments, reporting claims, bank requests, processing cancellation, etc.
- Process new & current customer quotes for all types of personal insurance includes home, auto, umbrella, cycles, dwelling fire. Present various options and recommendations to acquire and retain customers.
- The PL Account Manager should be responsive to customer inquiries and requests, in order to foster new-business opportunities (including by identifying cross-selling opportunities), maintaining customer relationships and building customer loyalty.
- Work with carrier underwriters to build relationships and represent each carrier's products and guidelines correctly.
- Answer overflow telephone calls
- Meet with clients for changes, payments, and to review policy coverage.
- Document all conversations with customers and/or insurers relative to exposures and coverage in our client database accounts per agency protocol including scanning & attaching all paperwork
- Send property recommendations as required by carrier to insureds
- Additional duties and tasks as needed to support the agency clients and staff

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- Excellent customer service skills.
- Ability to work well and build relationships with customers and coworkers.
- Performs duties by complying with agency established procedures.
- Good working knowledge of computer office software. Applied Systems experience preferred.
- Excellent oral and written communication skills.

- Excellent interpersonal and analytical skills.

EDUCATION & EXPERIENCE:

- High school degree and Bachelor's degree preferred.
- **Experience:** Insurance experience of 2+ year.
- **Specialized Licensure:** Possess a Property & Casualty insurance license in ND or MN
- **Continuing Education/Training:** as required by applicable statutes and regulations.

Job Type: Full-time

Required experience:

- Personal Lines: 2 years
- Property & Casualty: 2 years

Required license or certification:

- ND Property & Casualty License

License:

- Property and Casualty (Required)

Benefits:

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- Paid time off

TCI INSURANCE AGENCY, IS AN EQUAL OPPORTUNITY EMPLOYER

Send resume to achaput@tciteam.com