

COMMERCIAL LINES ACCOUNT MANAGER/CUSTOMER SERVICE REP

Forest Insurance Agency in Forest Park, Illinois is looking for a candidate with a minimum of 1 year of experience in commercial lines insurance to join us as a full-time **Commercial Account Manager/CSR**.

Forest Insurance is an award-winning independent insurance agency specializing in the small and middle markets. Companies we represent: Allied, AmTrust, Andover, Chubb, CNA, Guide One, Frankenmuth, Hartford, Illinois Casualty, Liberty Mutual, Progressive, Travelers, and West Bend. We enjoy good relationships with all of our companies/underwriters.

Since our founding in 1957, we have developed into the largest insurance agency in the Oak Park/River Forest/Forest Park area. We boast an office of 16 (3 dedicated to commercial lines); a professional, spacious, modern, & friendly office environment; the latest apps, and a newer hardware/computer system. Our agency management system is Vertafore/AMS 360; Microsoft Office Suite.

- Salary: Generous base, plus individual bonuses
- Educational incentives
- 9 paid holidays, 15 personal days after 1 year - 20 days after 5 years
- Group medical plan
- Profit sharing & 401k
- Life & long-term disability coverage
- Insurance tuition payment
- Professional office environment on vibrant Madison Street in Forest Park
- Hours: Monday thru Friday 8:30 to 5:00
- Position is primarily in-office
- Summer hours available June - August

Required/desired skills:

A valid P&C license; good communication skills (written & oral); professional appearance and attitude; good keyboarding, math, critical thinking and problem-

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solving skills—and a passion for learning—are required. Industry designations are a plus.

Proficiency in Microsoft Office—Outlook and Word—is desired.

Sales duties include:

- Obtaining and presenting new business quotes to prospects (from referrals, cross-sells, and direct mail), and obtaining quotes for Producers.
- Identifying insurance exposures, matching exposure with different types of insurance policies, determining which carrier is best (keeping price and coverage in mind), and providing recommendations
- Contacting current clients to increase retention, referrals and account round, NO cold calling required
- Maintaining book of business and attracting new clients, maintaining relationships with clients and carrier reps

Account management/customer service duties include:

- Handling incoming calls, email, and regular mail from policyholders (including policies, policyholder notices for coverage/exclusions policy change endorsements), and documenting all activities
- Handling policy change quote requests, cancellations, and processing claims
- Interacting and negotiating with insurance carrier underwriters—coverage and premium, vendors, and other professionals such as property managers
- Completing applications, marketing, carrier portal rating systems
- Supporting and working with Producers, and reviewing work for accuracy
- Meeting with company sales representatives
- Reviewing client contracts—insurance requirements—Certificate of Liability—Evidence of Property Insurance—Auto ID cards
- Inputting and updating client information in AMS 360

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- Coordinating general invoices—accounts receivable
- Tracking renewals and working with underwriters to obtain renewal quotes— remarket as necessary using same procedures as for new business
- Providing recommendations
- Reviewing policies for accuracy
- Staying abreast and informed of the insurance marketplace, including reading trade publications, attending meetings and seminars

If you meet these qualifications, please email your resume to Melissa Keshen at mkeshen@forestinsured.com. No phone calls please!