



## **Personal Lines Account Manager**

Employment Type: Regular Full-Time

At Dyste Williams, we strive to be a trusted insurance advisor and advocate for our clients. Our experienced professionals are trusted to handle all insurance needs. Many of our seasoned insurance experts have more than 20 years of experience. We're passionate about keeping up with the latest insurance products and benefits and participate in continuing education. Dyste Williams employees adhere to the highest level of integrity which has been recognized throughout the community and the insurance industry. At Dyste Williams you are part of a successful and supportive team that seeks to meet our client's needs.

### **Primary Responsibilities Include:**

- Provides high quality customer service while assisting in the coordination of services between the client and the Insurance company
- Promptly responds to routine requests for data and questions from clients, underwriters and internal staff
- Quoting and remarketing accounts
- Responsible for new client setup and ongoing maintenance of client file in chosen Agency Management System
- Ensures policies follow coverages as quoted, proposed and bound
- Provides clerical support in all aspects of client care. This includes such activities as reviewing binders, policies and endorsement for accuracy, maintaining files and creating documents such as proposals, binders and insurance summaries
- Occasionally may be asked to assist on special projects in other departments

### **Job Specific & Technical Skills & Competencies:**

- Active Property & Casualty Insurance license
- Proficient in basic computing skills including Microsoft Office Suite
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality
- Ability to meet deadlines and coordinate complex tasks related to client interactions and policy management

### **Physical Requirements**

- Operates standard office equipment
- Sitting (can stand at will)
- Ability to review policies and other documents
- Lifting up to 20 pounds (Possibly)

As the insurance market place changes, Dyste Williams reserves the right to make minor changes to this Job Description.