

Commercial Lines Account Coordinator

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 participating 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.

Position Overview

The Commercial Lines Account Coordinator is accountable for delivering high quality and efficient service to both internal and external clients by assisting with the Agency's overall workflow processes. At Dyste Williams you will work both independently and closely with the account managers to support the servicing of our commercial line clients.

Primary Responsibilities Include:

- Promptly responds to routine requests for data and questions from account managers, advisors, underwriters and clients
- Professional Liabilities Renewals: Process renewals and generate certificates
- Deliver policy documents to client
- Manage CSR24
- Proficiently maintain agency management system data for accuracy
- Issue Certificates
- Provide clerical support in all aspects of client care. This includes such activities as reviewing binders, policies and endorsement for accuracy.
- Analyzes, prioritizes and interprets information drawing accurate conclusions with minimal guidelines
- Pull documents from the various carrier websites and attached/scan
- Answer and route phone calls
- Manage the group voicemail – review and route messages
- Manage the main email box – review and route emails
- Mail - sort and scan (Back up)
- Misc. tasks – assigned by management and/or assisting a team member in the various departments

Job Specific & Technical Skills & Competencies:

- Active Property & Casualty Insurance license or be able to obtain within the first 90 days of employment
- Proficient in basic computing skills including Microsoft Office Suite
- Applied Epic or similar agency management system experience a plus
- Professional – 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
- College degree preferred but not required