

Position: Personal Insurance Assistant Account Manager- Entry Level
Willing to train the right candidate

Reporting Manager: Personal Insurance Manager

Department: Personal Insurance

Job Type: Full-time

SUMMARY: Candidate will support Personal Insurance Advisors and serve KorthaseFlinn's clients by conducting a wide range of administrative and support duties in a friendly, professional and confidential manner.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Create a positive experience in every client and third-party interaction.
- Greet and assist incoming clients and visitors.
- Respond to routine client billing and policy inquiries in a friendly and efficient manner.
- Engage inbound callers with the goal of resolving every interaction in one call.
- Put forth best efforts to resolve client interactions without escalation.
- Escalate interactions to higher level support, when appropriate
- Reinforce KorthaseFlinn's positive image with clients and others such as:
 - Insurance Company Adjusters and other Personnel
 - Auto Dealers
 - Realtors
 - Repair shops and contractors
 - Home and Auto Lenders
 - Secretary of State
 - Other KorthaseFlinn Staff
- Process a high volume of transactions including CRM documentation and follow up.
- Drive quality assurance with reviews of transactions processed by you and other staff members.
- Participate actively and cooperatively in a team that staffs five offices and growing.
- Take ownership of your learning and growth.
- Recognize, accept and assimilate feedback from clients and team members.

EDUCATION and/or EXPERIENCE: Bachelor's Degree preferred, High School Diploma or equivalent required.

OPPORTUNITIES FOR GROWTH:

Short term: Immediate promotion to Associate Account Manager and commensurate salary increase for obtaining Michigan Property & Casualty license. Bonus may be available depending on manner and timing of completion.

Long term: KorthaseFlinn prides itself on developing qualified candidates. Candidates who take ownership of their career development will create opportunities for themselves.