

Personal Insurance Associate Account Manager – Gaylord, MI

Imagine working for an industry leader where you benefit from the winning combination of positively impacting the lives of your clients while earning great pay and outstanding benefits. Imagine not just a job, but a professional home where you can build your career.

The Associate Account Manager is responsible for providing exceptional service to Personal Insurance clients, including various administrative and support duties to assist in the overall operation of the Personal Insurance department. All duties require that the Associate Account Manager maintain the highest level of integrity and confidentiality with respect to all client information, including with security and privacy laws. You will apply your exceptional communication skills in your daily interactions with clients, colleagues and insurance company personnel. Communications are frequently in person, over the phone, and in writing.

To accomplish your duties, you will use Microsoft Office products including Word, Excel, Outlook, Internet Explorer, Adobe and our Customer Relationship Management System. You will work in a paperless, highly automated office environment. You will be expected to quickly grasp new software applications as you navigate many unique insurance carrier programs. You will record all client and carrier interactions in our Customer Relationship Management System at the time the activity occurs. This tracking includes detailed notes of your activities along with appropriate supporting attachments.

An Associate Account Manager's duties include:

- Client policy service and assistance over the phone, in person, or through marketing outreach campaigns such as renewal reviews, new client welcomes, or special promotions.
 - Policy payments
 - Policy changes such as adding/deleting mortgagees or adding/deleting vehicles from policies or processing cancellations
 - Assistance with billing questions
 - Assistance with policy claims
- Daily Insurance Carrier audits and correction of any errors found on policy changes.
- Keeping abreast of industry trends and coverage changes implemented by carriers.

A Bachelor's Degree is preferred, High School Diploma or equivalent required. A minimum of two years successful experience working in a professional office environment preferred.

KorthaseFlinn offers:

- **A great benefits package** that includes medical, vision, dental, and life insurance, short and long term disability, retirement plan, HSA and FSA accounts, paid time off, charitable time off, paid holidays, and gym membership reimbursement
- **Educational assistance**
- **Advancement potential** into other great roles within the organization

All qualified applicants will receive consideration for employment without regard to the individual's race, color, sex, national origin, religion, age, disability, genetic information, status as a military veteran or any other characteristic protected by applicable law.