

MAHOWALD

INSURANCE AGENCY

Mahowald Insurance Agency is seeking to fill a full-time/non-exempt position for a Commercial Account Specialist. This position is responsible for the professional, thorough, and accurate service of assigned Client accounts. The Commercial Account Specialist is expected to meet service delivery standards and perform account maintenance functions in accordance with agency defined workflow processes and timelines. Confidentiality is very important in this role.

Office hours are 8:00am-5:00pm Monday-Friday. Work hours required per week, 37.5.

Required Education:

- High School plus 1 year
- CISR designation or MN Property/Casualty License, preferred

Required Experience:

- 2 years Property & Casualty Insurance

Major areas of responsibility:

- Client Support – Responds to our clients in a prompt, professional and accurate manner.
- Account Maintenance – Accurately and efficiently collect data, submit requests and follow up with client in a timely manner.
- Claim handling - Process client's claim data timely and accurately to accomplish a satisfactory settlement of the claim.
- Coordination – Build rapport with Clients and Agency Producers to provide consistent support and error-free processing for new and existing Clients.

Qualification Requirements:

- Excellent written and communication skills.
- Proactive in helping solve client problems and meet their objectives.
- Proficient with Microsoft Office applications
- Ability to handle confidential information.
- High degree of organizational skills.
- Ability to prioritize and meet timelines.

Full Time Employment Benefits:

- Our full-time employees receive an Employer paid full benefits package, to include: Health and Dental insurance, \$50,000 group life policy, short and long term disability insurance, Profit Sharing participant after one year.
- 15 days Personal Time Off in the first year
- “Flex Fridays” work only until noon two or three Fridays per month
- Earn up to 20 hours of additional PTO per year by volunteering for a non-profit organization on your own time,
- Agency paid parking in a private lot
- Paid holidays: New Year’s Day, Good Friday-half day, Memorial day, 4th of July, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve half day, Christmas Day, and New Year’s Eve Day – half day.