



## CAREER OPPORTUNITY

**Position:** Commercial Lines Account Manager

**Office:** Hybrid: Burlington, WI Office and Remote

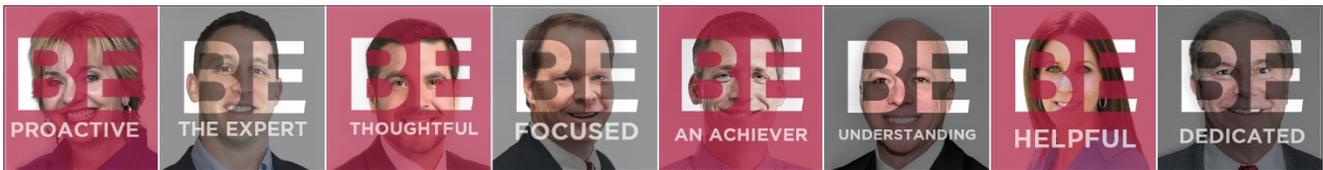
**Status:** Full-time

**Career Level:** Mid-Career

**Reports to:** Commercial Lines Manager

**Salary:** Based on Experience

**Benefits:** Profit Sharing, Community Involvement and Volunteer Opportunities, Full Benefits Package Including: Generous PTO/Holidays, Health Insurance, Dental Insurance, Life Insurance, Vision Insurance, 401K with a Friendly and Casual Work Environment



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### Job Description

As Commercial Lines Account Manager you handle the ongoing service needs for clients and help our Agent Owners build long-term relationships. Serving as the clients sounding board and liaison for insurance needs you will help prepare, deliver and maintain their custom insurance program

Flexible work from home options available

### Responsibilities

#### Client Customer Service

- Communicate with clients and navigate their personal insurance needs
- Build and maintain strong relationships with clients, carriers, Agent Owners
- Handle client's needs for coverages, claims, and accounting/billing

#### Marketing

- Prepare applications, proposals and marketing items for existing and new business
- Assist with client management system and support administrative tasks and marketing projects
- Identify opportunities to promote and enhance coverage based on the client's needs



## Administrative

- Understand complex exposures including specialty product lines
- Strong abstract reasoning ability
- Organize and prioritize workflows for assigned book(s) of business
- Provide expert professional support to our Agent Owners and help grow and retain business
- Keep EPIC system current and updated

## Requirements

- Three (3) years of experience handling commercial client service and multiple commercial insurance carriers in an independent insurance agency
- Property & Casualty Insurance License
- Strong organization, time management skills, sense of urgency, and thoroughness
- Be empathic to clients
- Ability to quickly change priorities in a fast past environment
- Excellent verbal and written communication skills
- Advanced knowledge of technology and management systems used in insurance industry
- Knowledge of Bonds/Construction a plus

Send your resume and cover letter to [careers@robertsonryan.com](mailto:careers@robertsonryan.com).