

CAREER OPPORTUNITY

Position: Commercial Customer Service Representative

Office: Oak Brook, IL

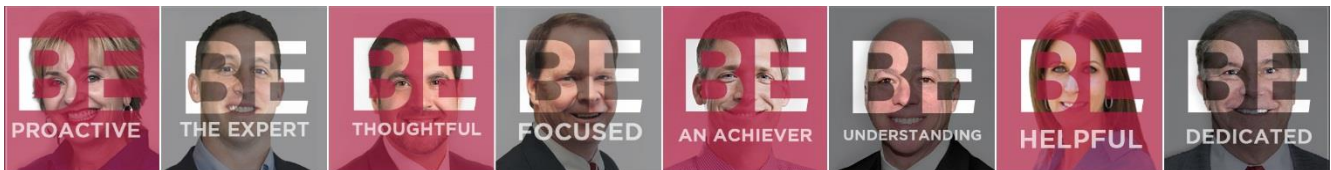
Status: Full-time

Career Level: Entry to Mid-Career

Reports to: Vice President of Commercial Insurance

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



As a Commercial Customer Service Representative you handle the ongoing service needs for clients and help our Agent Owners build long-term relationships. Serving as the customer's sounding board and liaison for insurance needs you will help prepare, delivery and maintain their custom insurance programs.

Major Responsibilities:

- Communicate with customers and navigate their business insurance information
- Build and maintain strong relationships with clients and Agent Owners
- Handle customer service and items relating to coverages, claims, certificates and accounting/billing
- Understand complex exposures including specialty product lines
- Prepare applications, proposals and related items for existing and new business
- Organize and prioritize workflows for assigned book(s) of business
- Provide expert professional support to our Agent Owners and help grow and retain business
- Assist with client management system and support administrative tasks and marketing projects
- Identify opportunities to promote and enhance coverage based on customers' needs
- Assist with special projects as needed

Knowledge, Skills and Abilities:

- Prefer a minimum of 3 years' experience in commercial client service, but willing to train the right candidate
- Enjoy working with people and making a difference
- Strong organizational and time management skills
- Ability to quickly change priorities in a fast paced environment
- Above average verbal and written communication skills
- Well versed with technology and various computer systems

Other Requirements:

Experience handling multiple commercial insurance carriers in an independent insurance agency is preferred, but not required. We are open to training the right professional who brings a great attitude and high energy to our amazing team. The selected candidate must obtain their Illinois Property & Casualty Insurance License.

Working Conditions:

A dynamic and fun fast-paced multi-tasking service environment

Join a top 100 US Insurance agency.

Founded in 1960, Robertson Ryan & Associates, Inc. offers a broad range of solutions for Business, Benefits and Personal Insurance. We counsel and assist more than 30,000 clients from small businesses to national accounts in all industries. With over 230 employees and 130+ insurance companies we are the 54th largest privately held agency in the nation and were 1 in 35 Elite US Agencies in 2018. Robertson Ryan is unique in that each agent is an Agent Owner making client service and satisfaction a top priority. Our culture is dynamic, fun and most employees have worked at RRA well over a decade. The Riordan-Scully Group in Oak Brook, IL is becoming affiliated with Robertson Ryan in January 2019 and offers a leading work environment. It's an exciting time to be part of a growing firm!

Send your resume and cover letter to careers@robertsonryan.com.