



CAREER OPPORTUNITY

Position: Commercial Lines Department Manager

Office: Waukesha, WI

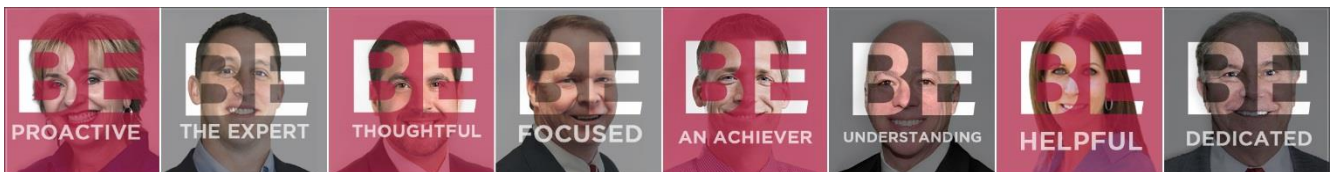
Status: Full-time

Career Level: Mid-Career +

Reports to: Senior Vice President of Customer Service

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 the Commercial Lines Manager you will be responsible for the day-to-day management of the Commercial Lines Department.

Major Responsibilities:

- Manage/Supervise service and processing for the agency's 75+ Commercial Customer Service Representatives and Account Executives
- Help with employee relations including: recruitment, coaching, development and terminations for the entire Commercial Lines Department
- Conduct annual performance reviews and provide feedback/mentoring on performance issues
- Serve as a resource for commercial insurance coverage and best-practices
- Develop and maintain a positive, professional and fun work environment
- Instill efficiency, productivity and strong customer service within the team
- Assist in educating, training and increasing the departments capabilities and expertise
- Monitor workflows, procedure and processing activities to retain and grow the client base
- Review audit reports to ensure client information and policies are in the AMS correctly



- Coordinate department training with insurance carriers as well as review of trends for the department with the carriers
- Help plan for future department growth and long term success of the agency
- Work with Agent Owners to maintain staffing and service needs while being proactive and resolving issues quickly
- Ability to write reports, business correspondence and procedure manuals
- Identify and develop ideas and operational tools to help with cross-selling and growth
- Provide leadership and administration support to the SVP of Customer Service

Knowledge, Skills and Abilities:

- A minimum of 5 years' experience in commercial lines with a sizable agency
- Strong commercial product and carrier knowledge
- Experience leading, coaching or mentoring a team
- Ability to apply critical thinking, make sound judgements, and pay attention to detail
- Above average interpersonal skills and strong sense of urgency for accomplishing tasks and meeting strict deadlines
- Excellent written and verbal communication skills
- Ability to effectively build and maintain positive working relationships with management and peers
- Experience using an agency management system, Epic preferred
- A strong understanding of general business practices and good mathematical skills
- Bachelor's Degree or equivalent experience

Other Requirements:

The ideal candidate has a high level of technical insurance knowledge, is highly organized and can manage a variety of personalities. The selected candidate must have their Property & Casualty Insurance License and additional insurance designations are a plus. A valid driver's license is required for frequent day travel between offices and occasional overnight travel.

Working Conditions:

Fast-paced multi-tasking service environment

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