

## Personal Lines Account Manager

As a Personal Lines Account Manager you handle the ongoing service needs for clients and help our Agent Owners build long-term relationships. Serving as the clients trusted liaison for insurance needs you will help prepare, deliver and maintain the client's custom insurance programs.

### Details

#### 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

### Qualifications- Required

Three (3) years of experience handling personal client service and multiple personal insurance carriers in an independent insurance agency

Property & Casualty Insurance License

### Requirements

- Strong organization, time management skills, sense of urgency, and thoroughness
- Be empathic to clients
- Ability to quickly change priorities in a fast paced environment
- Excellent verbal and written communication skills
- Advanced knowledge of technology and management systems used in insurance industry

### 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 serve as Trusted Advisors for more than 40,000 clients from small businesses to national accounts in all industries. With over 325 team members and 130 insurance companies we are the 58th largest privately held agency in the nation and we are 1 in only 35 Elite US Agencies recognized by Insurance Business America. Our culture is dynamic, fun and most associates have worked with RRA for over a decade. It's an exciting time to be a part of a growing firm.