

Who we are:

Henriott Group, Inc. is committed to our mission to “providing our clients customized, innovative and cost-effective products and services to reduce risk”. We do this through open conversations with our clients to understand what is working, what needs adjusted and what is missing. Then, and only then, are we able to offer a solution to improve the position of those who wish to work with us. Our solutions range from, but are not limited to, insurance products, human resource services, health and wellness and risk management.

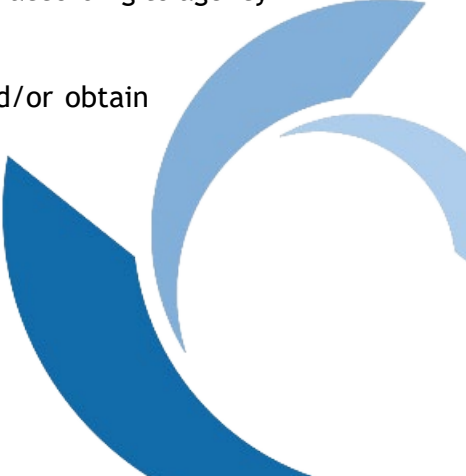
Objectives:

We are seeking exceptional individuals who possess commercial Insurance product knowledge and technical expertise. The selected individual will exercise judgment and work with a team to provide service to an assigned book of business. They will need to prioritize and respond quickly in a fast-paced environment. This position requires some degree of independence to work with our middle market to large commercial accounts. This individual will act as the day-to-day client contact to assigned accounts as well as work on renewal business.

Broad responsibilities in this role include, but are not limited to:

- Provide prompt, accurate, courteous service to customers, account executives and other team members.
- Grow and develop talents and insurance knowledge to highest level possible.
- Provide a high level of support in obtaining, maintaining, expanding, and servicing commercial accounts.

Specific responsibilities of this role may include, but are not limited to:

- Service assigned commercial lines accounts.
 - Work within assigned timeframes and workflows.
 - Manage the direct bill / agency bill process inclusive of collections, when necessary, per agency procedures.
 - Prepare company submissions for remarketing renewals as needed within department.
 - Initiate, screen and prepare endorsement requests.
 - Prepare and process cancellation requests.
 - Prepare and process all requests for certificates of insurance as required within 24 hours of request.
 - Review all applications, policies, endorsements, and audits for accuracy.
 - Setup and prepare new account files per agency procedures.
 - Manage any unpaid audits and request appropriate actions be made according to agency collections procedure.
 - Prepare account summaries as required.
 - Prepare ID cards, evidence of property, certificates, binders, and/or obtain underwriter approval on manuscript endorsements.
 - Deliver policies, and related documents to insureds as needed.
(via web or email)
 - Keep current on rates, forms, and coverage changes.
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- Participate in seminars and classes for skill and knowledge development.
- Maintain all client activity in the agency core management system (Worksmart/AMS360)
- Service commercial lines accounts in a manner to eliminate gaps in coverage.
- Prioritize workload and/or request for assistance as required.
- Assist other agency departments in securing and/or providing information necessary to issue appropriate policies in their department for which we have a mutual client.
- Communicate with clients to discuss and handle their insurance needs via phone/email
- Work with Client Advocate during the claims process as needed.
- Assist with scheduling insured meetings with account executive and business advisor.
- Listen for cross selling and account rounding opportunities.

Requirements:

- Commitment to engage and participate in a culture of collaboration, agility, energy, and innovation
- Property and Casualty license for the State of Indiana (can be obtained post hire)
- Strong desire to increase knowledge and expertise in the commercial space (CIC - Certified Insurance Counselor)
- Excellent communication skills
- High level of detail-oriented skills
- Strong customer service skills
- Forward-thinking attitude and adaptability to continual improvement of process and workflows
- Strong organization and time-management skills necessary to manage large and varied projects simultaneously
- Self-motivated and ability to self-manage
- Problem solving skills
- Strong communication and interpersonal skills
- High degree of professionalism and integrity
- Ability to work with all levels and disciplines within a client's organization
- Strong listening skills
- Ability to work as a team and take constructive criticism
- Experience with Microsoft applications

If successful, you will...

Work with and become a part of a talented, collaborative team who make it their mission to bring "*certainty in an uncertain world*".

