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 fit into a collaborative, agile, energetic, and innovative environment. This role's primary responsibility is to adhere to our mission statement on behalf of Henriott Group's personal insurance clients. This includes collaborating with team members and insurance carriers to find the best possible insurance protection solution for the client and the client's family.

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 the highest level possible.
- Provide a high level of support in obtaining, maintaining, expanding, and servicing personal accounts.

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

- Develop trusted relationships with clients
- Service assigned personal insurance accounts.
- Work within assigned timeframes and workflows.
- Prepare company client proposal and summaries as needed within department.
- Initiate, screen and prepare endorsement requests.
- Prepare and process cancellation requests.
- Review all applications, policies, endorsements for accuracy.
- Setup and prepare new account files per agency procedures.
- Prepare account summaries as required.
- Keep current on rates, forms, and coverage changes.
- Participate in seminars and classes for skill and knowledge development.
- Maintain all client activity in the agency core management system (Worksmart/AMS360)
- Service personal insurance accounts in a manner to eliminate gaps in coverage.
- Prioritize workload and/or request for assistance as required.
- Communicate with clients to discuss and handle their insurance needs via phone/email
- Work with clients during the claims process as needed.
- Listen for cross selling and account rounding opportunities.
- Assist Advisors with quoting and onboarding of new business.
- Maintain and foster strong relationships with insurance companies and vendors.

- Attend industry seminars and educational opportunities to stay current on continuing education as well as the latest developments, trends, and regulations.
- Assist team members throughout the agency as needed.

Requirements:

- Commitment to engage and participate in our desired culture of collaboration, agility, energy, and innovation.
- Excellent communication and administrative skills
- Exceptional organization and time management skills
- Industry experience not required but beneficial
- Strong desire to increase knowledge and expertise in insurance and risk management
- Desire to help others
- Ability to adapt to a growing a changing environment
- High degree of professionalism and integrity
- Demonstrated ability to manage multiple projects
- Strong PC skills, including Excel, PowerPoint, Word, and MS Outlook

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*".

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.