Account Manager

Worthy Insurance Group, a national Property & Casualty Insurance Brokerage with locations in Skokie, IL, East Lansing, MI and Lakewood, NJ is looking for an Account Manager. Excellent customer service, organization, and problem-solving skills a must.

Who We Are:

Worthy Insurance focuses on providing creative insurance solutions to the healthcare, social service, and real estate industries. Taking care of people and their businesses while protecting their livelihoods and assets is at the core of what we do. Worthy empowers our employees to grow with personal and professional development opportunities. We thrive in a culture that encourages our employees to be active in our communities and industry. We work hard, but we love to have fun!

Worthy employees enjoy:

- Generous PTO
- 401k with company match
- Health, Dental, and Vision Insurance
- Gym Membership in WiFi building
- Insurance education bonus program
- Nationwide travel for client and prospect visits
- Paid Time Off for Volunteering

Key Responsibilities:

- Assist with preparing proposals and applications, submit to insureds and carriers; follow up to ensure timely responses.
- Process new business, renew and re-market accounts 120 days in advance.
- Orders and issues binders, certificates, policies, endorsements, and other related items; verifies their accuracy; forwards them to client with appropriate correspondence.
- Provide consistent, accurate and timely communication to clients through verbal and written correspondence.
- Maintain client files in EPIC accurately and consistently documenting conversations, sending confirmations to clients and ensure Activity Report is updated during or immediately after the discussion with the client.
- Assist clients in making appropriate coverage changes; inform and educate clients about coverage's, exclusions, exposures and audits, and document electronic file accordingly.

- Assist key agency stakeholders in mentorship of CSR's and Producers.
- Provide technical support to Producers (coverage-wise, with the proposal, suspense items, etc.) to help clients.
- Be a collaborative partner in the agency's educational culture, striving for self-education and growth while also encouraging the professional development others.
- Utilize effective communication internally including, but not limited to the Risk Management team, Servicing team, Finance team and Producers.
- Be a flexible member of our growing team taking on new assignments and challenges within your area of expertise.

Qualifications

Preferred

- College Degree OR equivalent work experience
- 3+ years of Property & Casualty Insurance experience
- Property & Casualty agency management system

Required

- Proficient with computers and standard Microsoft software packages
- Excellent oral and written communication
- Creative problem-solving skills
- Exceptional time management and attention to detail
- Property & Casualty license OR ability to pass the exam within 30 days of hire