



POSITION AVAILABLE IN ST. CROIX COMMERCIAL LINES CSR

Position Title: Commercial Lines Client Service Representative
Reports to: Commercial Lines Manager

PRIMARY FUNCTION:

Objectively assess client's needs, Agency goals and the individual underwriting practices of insurance companies when placing coverage.

MAJOR RESPONSIBILITIES:

- CSR will take direction from commercial manager and agency principal regarding procedures, policies and guidelines.
- Assist customers via e-mail, phone and in person client appointments.
- General understanding of commercial insurance coverage that includes but not limited to: commercial auto, condo associations, contractors, crime, D&O, equipment, Flood, GL, garage, marine, and property.
- Interact with customers regarding new business, quotation, endorsements, policy billing, renewal marketing and audit concerns.

QUALIFICATIONS:

- Must have an apprentice, solicitor or agent license.
- Have a good understanding of the quoting/binding process with brokers and insurance carriers.
- Ability to complete commercial acord forms and Certificates of Insurance.
- Maintain up to date carrier/broker appetite and guidelines.
- Comprehend policy forms and endorsements.
- Promote professional relationships with clients, underwriters, and coworkers.
- Excellent written and verbal communication skills
- High level of organizational ability and attention to detail.

Please submit your qualified resume to:

Marshall & Sterling Inc.
HR Department
110 Main Street
Poughkeepsie, NY 12601

or Email: hrdept@marshallsterling.com