



**POSITION AVAILABLE IN ST. CROIX
Personal Lines Client Service Representative**

Position Title: Personal Lines Client Service Representative
Reports to: Personal 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 Personal Lines manager regarding procedures, policies and guidelines
- Provide superior service to our clients by promptly responding to their inquiries and addressing their individual needs
- Complete applications on client's behalf for all Personal Lines coverages, including price quotations and comparisons for the companies we represent
- Manage all account transactions including but not limited to endorsements, binders, cancellations and correspondence
- Review policies for accuracy and completeness

QUALIFICATIONS:

- Have a good understanding of the quoting/binding process with brokers and insurance carriers.
- 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 details.

Please submit your qualified resume to:

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

or Email: hrdept@marshallsterling.com