



**POSITION AVAILABLE IN POUGHKEEPSIE, NY
(SPECIALTY RISKS DIVISION)
COMMERCIAL LINES CSR**

Position Title: Commercial Lines Customer Service Representative
Reports to: Manager of Operations & Insurance Services

Primary Function:

Customer service for standard and specialty, large and small commercial risks

Major Responsibilities:

- Processing Producer requests
- Various marketing required
- Processing customer requests
- Obtain and maintain customer files, including applications and forms
- Manage all account transactions (including but not limited to) renewals, endorsements, binders, cancellations, ID cards and correspondence.
- Review policies for accuracy and completeness and update system in accordance with workflow procedures.
- Maintain computer data (attachments, tasks, etc.) according to E&O and workflow standards
- Adhere to company procedure (E&O, HR & Workflow)
- Assist division with goals
- Training for any new programs, etc.
- Cross Sell

Qualifications:

- Minimum 3-5 years of insurance experience
- Current NYS Broker's License required
- Positive attitude
- Good communication and organizational skills
- Computer processing experience, including familiarity with Word and Excel

Please submit your qualified resume to:

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

or Email: hrdept@marshallsterling.com