



**POSITION AVAILABLE IN POUGHKEEPSIE, NY  
LARGE ACCOUNTS COMMERCIAL CSR (SPECIALTY RISKS)**

**Position Title:** Large Accounts – Commercial Service Representative  
**Reports to:** Manager of Operations & Insurance Services

The Specialty Risks Division at Marshall & Sterling, one of the Agency's fastest growing Branches specializing in Niche markets is looking for a seasoned Commercial Lines Customer Service Representative who has experience working with Large Accounts such as contractors, manufacturers, transportation and higher education and money handling industries.

**MAJOR RESPONSIBILITIES:**

- Underwrite individual risk situations to ensure they meet our agency standards and those of the insurance companies we represent
- Treat every service contact as an opportunity to account round, upgrade current coverage and obtain referrals
- Make individual policy placement decisions based on the needs of the customer, our agency and the companies we represent
- Secure applications from Sales Executives and/or clients for all coverages including price quotations and comparisons for the carriers we represent
- Request loss runs, issue binders, ID cards, certificates of insurance & request proof of insurance
- Timely follow up on company/clients suspense/diaries
- Keep abreast of changes in the insurance industry
- Build favorable work relationships with colleagues, carriers and insureds
- Maintain client confidentiality

**QUALIFICATIONS:**

- 7 years of Commercial Lines experience to include experience with large commercial accounts
- Current NYS Broker License required
- Positive attitude
- High level of organizational ability with attention to detail and prioritization
- Ability to be part of a team yet work independently
- Experience with rating, underwriting and procedural skills
- Experience with AMS360/ImageRight preferred
- Experience 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](mailto:hrdept@marshallsterling.com)