

Commercial Lines Agent

Overview:

This is a sales and service position. Commercial insurance license not required at time of hiring but will need to be obtained within 90 days of hire date. This position involves talking on the phone to clients and answering their product questions, solving problems and cross selling. The agent will be required to carry the agency's reputation in a professional manner when conducting business with both clients and companies that FCIS represents. The agent needs to learn their job duties, have a positive attitude, and ask for help when it is necessary.

Reports to: Commercial Lines Manager

Skills Needed: Microsoft Word/Excel, Applied Management System, Insurance License

Duties/Activities:

- Quote, sell & service commercial policies.
- Work with clients from quote for new business through renewal process annually.
- Processing all commercial lines policies which includes:
 - handling daily mail
 - tracking policy renewals & endorsements in agency management system
 - transactions/invoicing
- Work with underwriters continually to confirm proper coverages for clients
- Ensure the customer service provided is to the best of your ability and is consistent with Company's core vision.
- Document all conversations and correspondence of the clients account in the agency management system and follow all the procedures established.
- Insure confidentiality of the client's personal information.
- Maintain state licensing through continuing education classes.