

<b>JOB TITLE:</b>	<b>AGENCY SUPPORT</b>
<b>REPORTS TO:</b>	<b>VICE PRESIDENT</b>
<b>FLSA STATUS:</b>	<b>NON-EXEMPT</b>
<b>SUPERVISES OTHERS:</b>	<b>NO</b>
<b>LOCATION:</b>	<b>FOREST CITY, IA</b>

As the primary receptionist for the agency this position will perform administration duties, including greeting guests and making them feel welcome, answering phones, handling company inquiries, customer service assistance and other office clerical duties.

### **DUTIES AND RESPONSIBILITIES**

- Assists with administrative tasks.
- Answers telephone system and directs calls accordingly.
- Receives the public and answers questions, in person and by telephone; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.
- Prepares outgoing mail and packages; sorts and distributes incoming mail. Goes to the mailbox daily to pick up mail.
- Assists with outgoing agent and agency correspondences.
- Support licensed agents by sending and receiving policy paperwork.
- Stocks and orders office supplies.
- Other duties and responsibilities as required.

### **PHYSICAL REQUIREMENTS**

Must be able to drive, stand, sit and stoop for extended periods of time. Must be able to lift or reach arms over head or below waist. Must be able to lift, hold or carry items weighing up to 50 pounds unassisted. Must be able to see, hear and speak with or without accommodation.

### **ENVIROMENTAL REQUIREMENTS**

Must be able to work in well-lighted or dim-lighted office environment. Temperature-controlled area air conditioned or heated offices at reasonable temperatures.

### **EDUCATION AND EXPERIENCE:**

High School graduate or equivalent preferred  
Competent in use of Word, Excel, and Outlook  
Applied Epic experience a plus

**PERSONALITY/OTHER:**

Must be an excellent presenter by articulating in a positive professional manner. Must be confident and effective communicator. Work well under pressure and time deadlines. Ability to work in a fast-paced environment. Must have a sense of urgency and ability to prioritize quickly and efficiently. Must be able to work well under a team environment or work independently as needed.

Signed and Acknowledged \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name