Administrative Coordinator

Location: Schaumburg, IL

Type: Full-Time

About Us

DSP Insurance Services is a premier independent insurance firm specializing in risk management and delivering exceptional client service. We pride ourselves on fostering a collaborative and supportive workplace where your organizational skills, proactive mindset, and attention to detail will be highly valued.

Job Summary

We are seeking a highly organized and detail-oriented **Administrative Coordinator** to oversee office operations, support service delivery coordination, and ensure seamless communication between team members, clients, and vendors. This role requires strong multitasking abilities, excellent communication skills, and a proactive approach to problem-solving.

Key Responsibilities:

Client Communications

- Write, proofread, and distribute client-facing letters and emails regarding policy renewals, coverage changes, and other important updates.
- Maintain templates and ensure consistent branding and messaging in all communications.
- Track correspondence to ensure timely delivery and follow-up with clients as needed.

Safety Services Coordination

- Manage the safety services calendar, ensuring all scheduled services align with contractual obligations.
- Coordinate the delivery of safety services, working with team members and clients to confirm logistics.
- Monitor the delivery of services to verify compliance with contracts and ensure high-quality outcomes.
- Communicate with clients regarding scheduling, updates, and feedback related to safety services.

Reception and Administrative Support

- Serve as a backup to the receptionist, handling phones, greeting visitors, and directing inquiries when the receptionist is away for lunch, vacation, or other absences.
- Answer and forward calls professionally, ensuring messages are accurate and delivered promptly.
- Assist with general administrative tasks such as handling mail, filing, and managing office supplies.

Qualifications

- **Education:** High school diploma required; Associate's or Bachelor's degrees are a plus.
- **Experience:** 2+ years in an administrative or client communications role.
- **Technical Skills:** Proficiency in Microsoft Office Suite (Word, Outlook, Excel)
- **Communication Skills:** Strong written and verbal communication skills, with attention to detail and professionalism in client interactions.
- **Organizational Skills:** Exceptional ability to prioritize and manage multiple responsibilities efficiently.
- **Problem-Solving:** Proactive, adaptable, and resourceful in addressing challenges.

Position Acceptance

Name: _____

Signature: _____

Date: _____