Position Summary

Primary provider of service and support for Commercial Lines clients.

Essential Duties and Functions:

• Supports account executives, account managers, and producers in servicing client needs.
• Responds to customer service requests—written, electronic, and telephonic—that include auto ID cards, certificates of insurance, contract reviews, requests for endorsements, coverage questions, billing questions, etc., in a timely fashion and within agency service standards.
• Assists clients with changes by generating appropriate endorsement requests, updating the agency management system to document processed changes, following up for receipt of carrier endorsements, reviewing endorsements for accuracy, billing endorsements through the agency management system, and delivering them to the client.
• Reviews insurance provisions within contract documents; provides quotes for contract compliance to clients and makes appropriate endorsements to policies as directed by clients.
• Assists with preparation for renewal marketing, including collection of renewal summaries, loss runs, experience modification worksheets, contractor credit applications, specialty coverage applications, and certificate holder lists; provides account certificate renewals, including template setup, holder review, and issuance of auto ID cards upon sale of a new or renewal account.
• Provides backup support for assigned Account Executive(s)/Account Manager(s) and other team members, including desk coverage and calls during absences.
• Performs miscellaneous duties necessary to provide service or support for clients as assigned by Account Executive/Account Manager or office leadership.

Job Requirements:

1. Strong written and verbal communication skills
2. Basic office skills competence, including typing, data entry, phone system, copier, and other standard office equipment
3. Working knowledge of Microsoft Office products (Word, Excel, Outlook)
4. Professional in conduct and appearance; ability to work individually and within a team, and effectively engage and communicate with internal and external partners
5. Flexible in work hours, able to accommodate flex-time and occasional overtime
6. Strong organizational skills; must possess the ability to prioritize multiple tasks and meet deadlines
7. Basic knowledge of property and casualty insurance coverages/concepts
8. Three years of experience handling and servicing needs for commercial lines clients
9. Detail-oriented with a sense of urgency
10. Commitment to personal and professional development
11. High school graduate or equivalency
12. Must hold a P&C Insurance License
13. Ability to build rapport with customers and offer the best solutions to their specific needs
14. Exemplifies DSP's core values: Passion for Teamwork, Respect, Excellence, and Integrity

About Our Agency:

DSP Insurance Services, Inc. was founded in 1981. With a focus on personal relationships and exceeding customer expectations, our team has grown to over 70 insurance and surety experts serving clients across the United States and in multiple countries.
Although we have grown more than thirtyfold in our number of clients and revenues, DSP still maintains its focus on process, technical expertise, client service, and integrity.

Compensation and Benefits:

Competitive salary up to $65,000**,** commensurate with experience.

DSP Insurance Services also offers a comprehensive benefits package, including a generous time-off program, Medical, Dental, Vision, Life, Short-Term and Long-Term Disability, Long-Term Care, 401(k), and Profit Sharing.