



Job Title: P & C Insurance Service Agent- Commercial Lines

Reports to: Amber Weber, Director of Operations

The **P & C Insurance Service Agent- Commercial Lines** will be primarily responsible for Commercial Lines customer service, data entry, processing, quoting, tracking, and reviewing of Property and Casualty (P&C) documents as a support to the P & C Sales division. As well as maintaining a small in-house book of business. Works as a liaison between P & C Sales and Service employees. This position is based out of the Mankato, MN office.

Duties and Responsibilities:

- Quote, process, and review insurance documentation and ensure all documents are complete prior to sending onto companies and/or customers.
- Front line communications with customers and insurance carriers
- Responsible to maintain and service a small commercial book of business, in-house accounts.
- Work as a liaison between P & C Sales and Service to ensure the proper flow of requests.
- Serve as a back-up for other jobs as necessary, and performs other duties as assigned.
- Work with the Agency Management System for all documentation.
- File and maintain customer insurance files. This information is personal and confidential.
- Travel may be required as business needs dictate to assist agent and other locations, primarily the Le Sueur office.

Qualifications/Requirements:

Education: High school diploma required.

Experience: Exceptional administrative and communication skills are needed, would prefer at least one year of progressive work experience within an insurance organization, customer service setting or other like position. Strong computer skills with experience in automated systems required.

Personal requirements: Requires an individual with strong organizational ability who manages time and priorities well. Ability to be precise and accurate. Must communicate effectively, both verbally and in writing. Assertiveness with a tactful, direct approach is necessary. Possess the ability to exercise critical thinking, problem solving and judgment. Must work well independently and as a member of the AgQuest/MN River Insurance team. Must maintain strict confidentiality at all times, both in and out of the workplace. Must meet company insurance carriers MVR requirements.

Physical Requirements/Working Conditions:

- Occasional lifting, up to ten lbs.
- Must be able to work in a climate controlled, office environment.
- Vision must be good or corrected to normal to perform normal job duties.
- Hearing must be good to have the ability to understand information to perform job duties.
- Ability to read and write in English in order to process paperwork and follow up on any actions necessary.
- Sitting for extended periods of time.
- Manual dexterity needed for keyboarding and other repetitive tasks.

AgQuest/MN River Insurance Agency is an Equal Opportunity Employer

This job description is not intended to limit the responsibilities on an employee assigned to this position to those duties listed above. The employee is expected to follow any other instructions and perform any other duties requested by the immediate supervisor or company management. The level of involvement may vary based on company and individual capabilities.

Reports to: Director of Operations

Supervises: None

Reviewed/Approved:

Department: PC Insurance

Division: AqQuest/Minnesota River Insurance