

## Account Manager

Come join a team that is a family. HRA is a successful insurance agency over 100 years of combined experience. We provide our clients with the best insurance prices and programs without compromising on coverage. We value relationships and teamwork, which are core to our business. If you are seeking a family work environment with professional growth potential, then HRA is for you.

As a Commercial Lines Assistant Account Manager, you will assist the account manager in day to day activities.

### Responsibilities:

- Maintains a concern for timeliness and completeness when interacting with customers, agency and company personnel to minimize potential for errors and omission claims. Provides a positive impression on behalf of the agency at all times when interacting with customers.
- Responsible for handling phone calls or correspondence from clients requesting quotes, changes to existing policies and/or new policies in a professional and timely manner.
- Provides exceptional service for assigned accounts, including correspondence between customers, producers and insurance carriers.
- Verifies new and renewal policies for accuracy in rating, coverages and other relevant information. Inputs transactions to generate billing invoices.
- Ensures that policies are delivered and/or mailed to client in a timely manner.
- Maintain daily suspense to follow up on items requested by prospects, clients & carriers.
- Prepares summaries of insurance, schedules and proposals as needed for account review according to agency workflows.
- Interacts with others effectively and professionally by utilizing good communications skills, cooperating purposefully, and providing information and guidance, as needed, to achieve the business goals of the agency.

### Qualifications:

The successful candidate thrives in a collaborative and results-driven atmosphere and uses their strong communication and interpersonal skills to build relationships internally and externally. You have a strong, established presence in the Louisiana Insurance Community already and proven organizational skills. Your excellent time management skills allow you to work on a variety of accounts simultaneously and be able to juggle a number of responsibilities in a fast paced environment.

- P&C License
- Strong knowledge of the insurance business
- Industry designation preferred, but not mandatory (CIC, CPCU, CISR, etc.)
- Experience in using Microsoft Excel and Word Required
- Must be able to communicate effectively with producers, carriers and staff
- Must Work Well within a Team Environment
- Self-Directed Self-Starter with a High Attention to Detail
- Client-Centric Mindset
- Must Perform Well with Frequent Interruptions or Distractions

- Ability to Quickly Adjust Priorities, Focus and Direction as Circumstances Dictates
- Ability to Work and Meet Challenging Deadlines and Expectations

We are an equal opportunity employer and all qualified applicant will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability, veteran status, genetic information or any other status protected under applicable local, state, or federal nondiscrimination laws.