



Commercial Lines Support Specialist

LOCATION: FORT WAYNE AREA TYPE: FULL-TIME

We are in the insurance industry to put people first. That statement goes for both our customers and each member of the WalkerHughes team. WalkerHughes employees guide our customers through the world of insurance, advocate for them when they need us most, and pioneer unique solutions to meet their needs. We are passionate about utilizing technology as a tool to empower our team and support our customers.

YOUR PURPOSE:

You will provide support to our Commercial Lines customers and team by assisting them with assigned duties. This is a great opportunity for someone looking to get into the insurance industry. We will help you get licensed if you are not already licensed.

YOUR KEY RESPONSIBILITIES:

- Support team members and clients by providing proactive reviews of customer renewals and providing feedback to the primary team member if action is needed.
- Create and update computer/system files and suspense items in accordance with company guidelines and processes to be sure files are complete and accurate
- Assist with customer requests and servicing items related to their insurance coverages. (i.e. Certificates, payments, claims, Etc.)
- Review and complete follow up actions for completed requests by Support Specialist and other team members.
- Prepare and process documents such as policies, renewals, certificates of insurance, claims, applications, changes, endorsements, binders, contracts, etc. to ensure accuracy, prevention of errors and omissions and coverage of risk organizations.

YOUR SKILLS & EXPERIENCE:

- Detail oriented with strong problem-solving skills
- Disciplined, reliable with a passion for the insurance industry
- Strong understanding of Commercial Lines Insurance and industry standards
- Exceptional verbal, written, and communication skills
- High level of customer focus
- Proficiency in MS Word and MS Outlook
- Highly motivated with a strong work ethic
- Ability to work independently with minimal supervision
- High school diploma or equivalent required
- Property & Casualty Insurance License
- 2 years' experience in Commercial Lines insurance - preferred

PERKS:

- Comprehensive Benefits Package
- Company Paid Life Insurance
- 401K Plan with Company Match
- Paid Time Off
- 10 Company Paid Holidays

WALKERHUGHES IS AN EQUAL OPPORTUNITY EMPLOYER. ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT WITHOUT REGARD TO RACE, COLOR, ETHNICITY, NATIONAL ORIGIN, RELIGION, GENDER, GENDER IDENTITY OR EXPRESSION, SEXUAL ORIENTATION, GENETIC INFORMATION, DISABILITY, AGE, VETERAN STATUS, AND OTHER PROTECTED STATUSES AS REQUIRED BY APPLICABLE LAW.