



## **Personal Lines Support Specialist**

Location: Mishawaka Office

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 be responsible supporting our Personal Lines (PL) customers by providing quality customer service while processing customer requests.

### **YOUR KEY RESPONSIBILITIES:**

- Assists customers with questions and servicing items related to their Insurance coverages. (i.e. endorsements, payments, claims, Etc.)
- Support team members and clients by providing proactive reviews of customer renewals and providing feedback to primary account manager if action is needed.
- Create and update computer/system files and suspense items in accordance with company guidelines and processes
- Prepare and process documents such as policies, renewals, claims, applications, changes, endorsements, binders, contracts, etc. to ensure accuracy, prevention of errors and omissions and coverage of risk organizations

### **YOUR SKILLS & EXPERIENCE:**

- High school diploma or equivalent required.
- Property & Casualty Insurance License is preferred, but we can assist in getting licensed
- 2 years' experience in Personal Lines insurance, preferred
- Detail oriented with strong problem-solving skills
- Disciplined, reliable with a passion for the insurance industry
- Strong understanding of Personal 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; able to work independently and with minimal supervision

### **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.*