



## **Commercial Lines Account Manager**

Location: Indianapolis Area

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 for independently managing an established book of business within our Select Business Unit, and working to solidify and grow client relationships by meeting or exceeding workflow standards with a strong customer focus approach.

### **YOUR KEY RESPONSIBILITIES:**

- Assist assigned clients with questions and issues to resolve problems concerning their insurance policies as well as servicing requests (i.e. Payments, endorsements, Evidence of Coverage, etc.).
- Review and monitor complex documents such as renewals, claims, applications, statistical data in support of ongoing business
- 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
- Create and maintain computer files and suspense's for follow up action
- Contact insurance carriers to coordinate processing claims and gathering necessary documentation to work through difficult claim situations
- Independently manage policy renewals and resolve customer issues

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

- Detail oriented with strong analytical and problem-solving skills
- Disciplined, reliable with a passion for the insurance industry
- Strong understanding of professional and industry standards and practices
- Exceptional verbal, written, and communication skills
- Solid technical ability to identify, create and present data critical to risk management consultation
- Strong aptitude for interpretation of coverage forms, contractual agreements, and financial statements
- Proficiency in Microsoft Office Suite or related software
- Highly motivated with a strong work ethic; able to work independently and with minimal supervision
- High school diploma or GED
- Four years of experience in the insurance industry
- Insurance License

### **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 STATUTES AS REQUIRED BY APPLICABLE LAW.*