



## **Personal Lines Support Specialist**

LOCATION: INDIANAPOLIS 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 support our Personal Lines (PL) customers by providing quality customer service while processing customer requests. The Personal Lines Support Specialist will also support our PL Account Managers by assisting them with assigned tasks. 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:**

- Service customers by providing timely response to customer correspondence and questions
- 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
- Review and complete follow up actions for completed requests by Support Specialist and other PL team members.
- 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:**

- 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
- Ability to work independently with minimal supervision
- High school diploma or equivalent required
- Property & Casualty Insurance License
- 2 years' experience in Personal Lines insurance

### **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.*