



## **Personal Lines Support Specialist**

WalkerHughes Insurance is seeking a Personal Lines Support Specialist in our Auburn office. The ideal candidate 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.

### **PRIMARY 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

### **EDUCATION/LICENSE REQUIREMENTS**

High school diploma or equivalent required.  
Property & Casualty Insurance License

### **EXPERIENCE**

2 years' experience in Personal Lines insurance.

### **REQUIRED SKILLS/ABILITIES:**

- 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