

## **COMMERCIAL LINES DEPARTMENT MANAGER**

This is an OVD Bat Signal...specifically set to attract a Commercial Lines Manager to work in tandem with our current CL Manager. As a Manager of our Commercial Lines leadership team, you will plan, implement, and co-lead in the following functional areas:

### **Responsibilities of this career opportunity include, but are not limited to:**

- Manage and support the CL team in achieving high-level performance
- Continuously develop/update policies, procedures, training materials, and resources supporting the CL team's continued success
- Continuously seek process improvements and team education as we continue to catapult our growth
- Train and develop new and existing team members.
- Stay abreast of industry trends, benchmark best practices, and regulatory requirements to gain insight and provide direction to the department
- Oversee the department to ensure we are providing an exceptional customer experience
- Provide ongoing feedback and semi-annual reviews for team members, encouraging individual growth and success
- Play an integral role in carrier relationships and management of resources to balance new business allocation appropriately
- Strengthen and build cross-departmental relationships to ensure a consistent experience for all clients
- Champion any employee relation issues within the department working closely with Human Resources to encourage individual success
- Manage a small book of business to stay relevant on policies and procedures, ability to back up teammates, Managers, and Directors on a short-term basis
- Along with other duties as required

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### **Successful candidates must possess:**

- A heart for mentorship and leadership
- Bachelor's degree in business, Finance, Human Resources, or a related field
- Minimum of 2-5 years leading a Commercial Lines team
- Proven clear and effective communication and interpersonal skills, with demonstrated ability to interact with a diverse group, engage with leaders, and establish relationships and trust with various stakeholders across all levels of the organization
- Exceptional project management experience and track record of adapting quickly
- Strong critical thinking, problem-solving, decision-making, and conflict management skills
- In-depth knowledge of insurance laws, understanding of guidelines, and regulations relevant to Commercial Lines
- Proven ability to successfully lead with co-manager providing a strong inter-department leadership presence

### **What OVD has to Offer:**

- An opportunity to make an impact on our rapidly growing organization as an integral member of our hard-working, motivated, competitive OVD family
- We offer an exceptional compensation and benefits package
- Recognition, reward, and career growth potential
- We are passionate about insurance and customer service, we hustle, continuously raise the bar, hold each other to the highest standard, and love to have fun

If you are ambitious, eager to roll up your sleeves and get things done, we would love to talk to you!

*OVD Insurance is an equal opportunity employer and will consider all candidates for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability status, protected veteran status, or any other characteristic protected by law.*