

MANAGER, PERSONAL LINES

This is an OVD Bat Signal to attract a dynamic, proactive, Personal Lines Manager to work with our current Director of PL. Our Personal Lines Manager is responsible for overseeing the processes and procedures of the PL department carrying on our tradition of over-the-top customer service.

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

- Support the PL team in achieving a high level of performance
- Lead onboarding and training of new employees
- Conduct performance reviews
- Clarify department and individual expectations
- Coach, counsel, and apply corrective actions if necessary with assistance from the PL Director
- Assist with the implementation of agency policies and procedures
- Work closely with other dept. managers to maintain consistent agency-wide policies
- Assist with the implementation of initiatives and procedures
- Communicate progress, needs, and updates to the PL Director
- Manage a small book of business to stay relevant on policies and procedures
- Back-up teammates and/or PL Director on a short-term basis
- Resolve or coach staff through escalated client issues or complaints
- Manage time and attendance, coverage of phone queues and team calendar
- Serve as the administrator to PL staff regarding logins for various carriers and systems
- Various project work as needed

Successful candidates must possess:

- A heart for mentorship and leadership
- Bachelor degree in Business or related field, equivalent experience may be acceptable
- Minimum 3-5 years leading a Personal Lines team
- Excellent verbal, written and time management skills
- Strong analytical and problem-solving skills
- 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 Personal Lines



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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.

Grand Rapids | Raleigh | Pittsburgh

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