

## **LAST MILE PROGRAM ACCOUNT COORDINATOR**

### **Position Summary**

Last Mile Program Account Coordinators are expected to help manage the existing book of business & new business as it is obtained by the Last Mile Team. The main objective of an Account Coordinator is to provide day-to-day support to Account Managers and Sales Agents. The daily responsibilities include policy input, policy changes/endorsements, communicating with OVD clients, working through certificate requirements and requests, and collaborating with the team.

**Location:** Wyoming, MI

**Work Model:** Onsite, Hybrid (after initial 90-day onboarding period)

### ***Here's what you'll do:***

- Support Last Mile Account Managers in managing their books of business.
- Assist Account Managers with client communications via email, phone or mail.
- Entry of policy documents/documentation into the agency management system.
- Help to manage client renewal processes.
- Review policies for accuracy after the quoting and binding process.
- Monitor and help manage the incoming certificates email inbox and complete certificate requests promptly.
- Monitor and help to manage the incoming queue phone calls.
- Advise clients on proper coverage with policy changes upon request.
- Work and collaborate with the team to ensure client satisfaction.
- Follow insurance laws as well as multiple carrier guidelines and eligibility rules.
- Any other duties and tasks that are required by the Company.

### ***Here's what you'll need:***

- Property & Casualty License required (licensure information available by request)
- Bachelor's degree preferred.
- P&C insurance industry experience preferred, but not required.
- Intermediate to Advanced Excel skills (example - formula application and creation).
- Ability to work onsite in a full-time or hybrid capacity (management discretion).
- Ability to comprehend contractual language and compliance with insurance requirements
- Excellent interpersonal skills. Warm, approachable, savvy, and empathetic. Creating trust is a key function of this role.
- Extremely strong oral and written communication skills, including the ability to translate "technical speak" in a way that end users at all levels can understand.
- High energy work ethic with ability to work independently while maintaining excellent customer relationships.
- Ability to work collaboratively with others.
- Ability to work without direct supervision.

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### ***Core Competencies***

- Accuracy: Achievement of correct and precise work.
- Accountability: Acceptance of responsibility and one's own actions.
- Written Communication: Ability to write letters, reports, articles, and e-mails using clear and concise vocabulary, style, grammar, and punctuation
- Customer Orientation: A desire to serve clients by focusing efforts on listening and responding effectively to customer questions, resolving customer problems to their satisfaction, and evaluating customer satisfaction.
- Problem-Solving: Ability to recognize courses of action which can be taken to handle problems or potential problems, and applying contingency plans to solve those problems.

### **Work Environment & Physical Requirements:**

The work environment and physical demands described here are representative of those that may be encountered and must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Low to Moderate noise (i.e. business office with computers, phones, and printers)
- Ability to work in a confined area.
- Ability to sit at a desk for an extended period.
- While performing the duties of this job, the employee may be regularly required to stand, sit, talk, hear, reach, stoop, kneel, and use hands and fingers to operate a computer, telephone, and keyboard.
- Specific vision abilities required by this job include close vision requirements due to computer work and the ability to read and understand written word.
- Light to moderate lifting may be required.

OVD Insurance is an Equal Opportunity Employer, including disability and veteran, that celebrates diversity and believes employing a diverse workforce is key to our success. We are committed to providing equal employment opportunities to all individuals. All applicants will be considered for employment without attention to race, color, religion, age, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Executive Search Firms & Staffing Agencies: OVD Insurance does not accept unsolicited resumes from any agencies that have not signed a mutual service agreement. All unsolicited resumes will be considered OVD Insurance property, and OVD Insurance will not be obligated to pay a referral fee. This includes resumes submitted directly to Hiring Managers without contacting OVD Insurance Human Resources Talent Department.

We are not able to sponsor work visas for this position.

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at-will employment status.