

PERSONAL LINES PRIVATE CLIENT GROUP (PCG) ACCOUNT COORDINATOR

Position Summary

The PCG Account Coordinator focuses on servicing existing high-net-worth personal lines clients via phone, email, and in-person. This position will focus on servicing our private client group (PCG) clients, working closely with select Sr. Agents and Commercial Producers.

Location: Wyoming, MI

Here's what you'll do:

- Provide full service to our private client group (PCG) via phone, email, and in-person. This includes policy changes, cancellations, billing, and carrier requests.
- Provide assistance to Sr. Agents with PCG claims. Communicate both written and verbally with insureds, adjusters, and internal staff to provide resolution and updates on claims.
- Remarket current PCG client's renewal as requested by Sr Agents.
- Coordinate renewal reviews of PCG accounts for Sr. Agents.
- Any other duties and tasks that are required by the Company.

Here's what you'll need:

- Highschool graduate.
- Three (3) to five (5) years of experience in the field required.
- Active P&C License required.
- Experience working with high-net-worth individuals required.
- MI insurance law as well as other/multiple state insurance laws strongly preferred.
- Extremely strong oral and written communication skills, including the ability to translate policy language in a way that end users at all levels can understand.
- High energy work ethic with the ability to work independently while maintaining excellent customer relationships.
- Ability to work collaboratively with others. (Sr. Agents & Commercial Producers).

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.

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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.