



Office Manager and Agent

Who You Are:

Join our team! Community Insurance Agency is looking for an insurance agent/office manager with experience in the insurance industry. This individual will demonstrate good organization and time management skills in addition to sales and customer service experience. The new candidate will manage an existing book of property and casualty insurance business while working to cultivate new relationships for future growth. Ability to work in an office setting with small employee groups and manage multiple responsibilities is a must.

The office manager/agent position manages the day to day activities of the office by making basic operational decisions and by working with senior management for the successful operation of the branch agency. Every customer and every policy is important. You'll manage all types of client relationships while working with other agents and office staff to fulfill work requirements. You will effectively communicate with customers and insurance carriers about insurance policies, billing and claims. The agency office manager position also works with the community and other businesses to maintain the good reputation of the agency and to promote the agency within the community.

Who We Are:

Community Insurance Agency was established in 1963 as a multi-line independent insurance agency. Commercial, personal, life and crop insurance products are sold by the agency with over ten Property/Casualty companies represented and four crop insurance companies. We have offices in four communities: Coon Rapids, Audubon, Glidden and Jefferson. We work hard to maintain established customer relationships and offer exceptional service. The insurance industry is confusing to many and we pride ourselves on being able to help customers make informed decisions about their insurance needs. We offer flexibility for employees to maintain a healthy work/family balance. Community Insurance Agency is proud to be family owned.

DUTIES AND RESPONSIBILITIES AND EXPECTATIONS

- Familiarize herself/himself with existing customers and be personable during customer interactions
- Follow up on new business leads and meet with prospective customers to evaluate insurance needs
- Attention to detail when reviewing or writing insurance policies
- Be the primary contact for the public in that particular community and build customer relationships
- Manage agency branch budget and make decisions about marketing/advertising
- Ability to use Microsoft Office products and learn agency management system (Applied Epic)
- Willingness to work outside of normal office hours if necessary
- Ability to work in an office setting at a computer screen for 7 to 8 hours per day
- Manage relationships with co-workers to provide a positive work environment
- Good telephone answering skills and etiquette
- Ability to understand insurance policies and pass exams for required state licenses
- Stay up-to-date on insurance topics and training
- Good organization skills and the ability to manage insurance quotes/policies/amendments with several different insurance carrier systems
- Self motivated and outgoing
- Other duties as assigned.

QUALIFICATIONS

- Bachelor's degree not required. Agency will provide training as needed.
- Three to five years of experience in the industry and familiarity with property & casualty or crop insurance.
- Excellent communication, interpersonal, and public relation skills. Ability to understand a wide array of insurance topics and be able to effectively communicate with the public about those topics.
- Highly organized with the ability to work effectively on multiple projects at the same time and the ability to work both independently and as a team player.
- Comfortable with computer operations and Microsoft Office applications.
- Ability to travel using own vehicle (with reimbursement)

PREFERRED QUALIFICATIONS

- Experience as an insurance agent in Iowa
- Understanding of insurance policies, claims, and billing procedures
- Experience with Applied Epic

WORKSITE

- This position worksite will be located full-time within Community Insurance Agency's office in Glidden, IA. Training and some daily activities may take place in Coon Rapids.

SALARY AND BENEFITS

- This position offers a full time salary determined at the point of hire based on qualifications. Partial employer paid health insurance with Wellmark BC/BS. 401k match, safe harbor and profit share.

SEND RESUMES OR INQUIRIES TO:

Community Insurance Agency
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OR

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