

## Part-Time Personal Lines Account Manager – Springfield, Missouri

**Are you a Personal Lines insurance professional passionate about providing extraordinary service to your clients? Are you interested in joining an award-winning agency holding the title of Top Workplace, Healthiest Employer, and Best Places to Work finalist? Do you want to work for a family-friendly organization that cares about and invests in YOU, promotes a culture of flexibility, provides a life/work balance, likes to have fun, and offers a competitive salary and benefits package? If you answered yes to any of these questions, then Crane is an excellent fit for you. At Crane, we are a tight crew and we are great at what we do!**

Here's an overview of what you'll be doing in your exciting, new career as a part-time Personal Lines Insurance Account Manager at Crane:

- Build relationships with clients and assist them with their personal insurance needs.
- Manage a personal lines book of business by providing timely and professional day-to-day customer consultation.
- Act as a liaison between clients, producers, and insurance company representatives.
- Collaborate with the producer and insurance company representatives to ensure our valued clients are receiving the best insurance products at the most competitive rates.
- Consult with clients regarding policy changes, updates, and coverage questions including potential bundle saving opportunities.
- Use your sales expertise by up-selling insurance policies and rounding out accounts to ensure clients have the appropriate amount of insurance protection.
- Respond to client inquiries, incoming mail, and company requests.
- Review new business, renewals, and endorsements to insure items are received as ordered.
- Work with insureds who wish to cancel in order to retain the business.
- Confer and negotiate with company underwriters to save underwriting cancellations and remarket as necessary.
- Possess knowledge of current underwriting requirements of contracted insurance carriers.
- Sustain knowledge of policy provisions and any changes in those provisions.
- Keep informed of new sales programs.
- Perform all account transactions including applications, quotations, ID cards, endorsements, binders, claims, renewals, follow-up, and correspondence in agency management system.
- Maintain accurate and detailed client files in agency management system.
- Develop your expertise by attending various educational seminars/classes.

**Qualified candidates must have complete knowledge of personal lines insurance underwriting and rating, as well as experience with auto, home, boat, and recreational policies.**

**Comprehensive expertise of insurance practices and procedures in the industry is a must. An active Missouri/Illinois Property & Casualty Producer's license in good standing is required.**

Candidates must be customer focused and possess a friendly, positive attitude with a willingness to help others. Excellent prioritization, verbal and written communication, professional telephone manner, attention to detail, and follow up is required. Candidates must contain effective problem-solving techniques with the ability to multi-task in a fast-paced environment.

**About us:** At Crane, we understand the needs of our clients because our organization was built by business owners and families just like you. We help our clients prepare for uncertainty by providing the types of insurance products needed to meet your business and personal needs. We also offer a wealth of value-added resources including Risk Management, Claims Consulting, Bonds, and Employee Benefits Consulting. Crane has over 275 employees who are driven to be the best in our industry. Through innovation and technology, we strive daily to exceed customer expectations with service that is responsive and reliable. We value long term relationships with our clients, our employees, and the communities we serve. Founded in 1885, Crane has witnessed the turning of two centuries and continues to thrive today by helping protect what matters most. To find out more about Crane Agency, please visit our website at [www.craneagency.com](http://www.craneagency.com).