ENTRY-LEVEL INSURANCE AGENCY ASSISTANT

Company Overview:

Penwell Insurance is a dynamic and growing insurance agency dedicated to providing exceptional service and comprehensive coverage to our clients. We specialize in Personal insurance including home, auto, and life insurance. As we continue to expand our operations, we are seeking a motivated individual to join our team as an Entry-Level Insurance Agency Assistant.

Position Overview:

We are seeking a motivated individual to join our team as an Entry-Level Insurance Agent Assistant. You will play a vital role in supporting the daily operations of our agency. You will collaborate closely with our team of insurance professionals to deliver outstanding service to our clients and assist in various administrative tasks. This position offers an excellent opportunity to gain valuable experience in the insurance industry and grow within our organization. This is a full time 40-hour work week, Monday through Friday. No evenings or weekends.

Essential Job Functions:

- Assist insurance agents with administrative tasks such as organizing documents, data entry, and maintaining client records.
- Manage incoming calls and emails providing basic information to clients and directing inquiries to the appropriate agent.
- Communicate with clients to gather necessary information for insurance applications and policy renewals.
- Assist in processing insurance policy applications, endorsements, and cancellations accurately and efficiently.
- Assist in preparing quotes and proposals for insurance products based on client needs and underwriting guidelines.
- Follow up with clients to collect missing information and ensure timely completion of applications and paperwork.
- Support team operations. Collaborate with insurance agents and other team members to facilitate smooth workflow and efficient operations. Assist with scheduling appointments, managing calendars, and coordinating meetings as needed.
- Assist clients with billing inquiries, processing payments, and reconcile accounts. Work with insurance carriers to resolve billing discrepancies and ensure accurate billing statements.
- Assist with special projects and other duties as assigned.
- Maintain a clean and professional work environment.

Qualifications:

- High school diploma or equivalent.
- Excellent communication skills, both verbal and written.
- Strong organizational skills with the ability to multitask and prioritize tasks effectively. Seriously, this is a really important skill for this position.
- Detail-oriented with a high level of accuracy in data entry and digital record-keeping.
- Ability to work effectively in a team environment and independently.
- Previous experience in an office environment or customer service role is a plus but not required.
- Have an interest in pursuing a career in the insurance industry and willingness to learn.

Benefits:

- Paid Time Off is 120 hours (3 weeks) after the introductory review period and increases to 160 hours after year 5
- 9 Paid Holidays including 2 Flex Holidays (to accommodate religious, cultural, or other unpaid holidays)
- 1 Preapproved paid volunteer day
- Bonus opportunity
- Retirement Savings Plan
- Opportunity for career advancement and professional development

Why Penwell Insurance?

We live by our Vision and Value Statement. We will:

- Always keep our client interests above our own.
- Embrace technology that allows us to better serve our clients.
- Treat everyone we encounter including each other, our clients, our carriers, and vendors as we would like to be treated.
- Continue to educate our clients and ourselves.
- Create lasting relationships.
- We feel family and community are important and when necessary, try to provide flexibility.
- We are an independent insurance agency.
- Potential for growth or change based on job satisfaction, desires, and capabilities.
- Get to know us by visiting our website and find us on Facebook. We are a small fun team that works hard together.

How to Apply: If you are enthusiastic about starting a career in the insurance industry and possess the qualities we are looking for, we encourage you to apply for this position. Please submit your resume outlining your qualifications and why you are interested in joining our team. If you see this on the Penwell Insurance Website, go to the “Contact” link and select “Secure Contact Form” to upload documents.