



Description: Commercial Property and Casualty Client Support Specialist

Client Support Specialist Job Purpose: This position is responsible for managing all aspects of new/existing accounts for a commercial property and casualty insurance brokerage. The ideal candidate will be able to create and implement processes and procedures that will help build the infrastructure for a growing insurance brokerage.

Client Support Specialist Job Duties:

- Day-to-day servicing of accounts; this includes routine coverage questions, endorsement processing, policy checking and invoicing, as well as marketing renewals and rounding out accounts
- Deals with clients on routine, sensitive or urgent topics and be able to provide answers and advice either immediately or within a reasonable period of time
- Maintains client and policy information in the agency management system including policies and endorsements. Organizes work flow to ensure quick, efficient processing of mail/email, issuing certificates, and other activities related to a client's account.
- Initiate renewal reviews and re-market as appropriate, to provide the client with the optimal solution in the coverage of their assets and the retention of the client.
- Acts as liaison between clients and insurance carriers to resolve service issues that require policy interpretation and experience based judgment to resolve. May also negotiate with underwriters and carriers. Troubleshoots claims and billing issues.

Skills/Qualifications:

- 5 years prior commercial lines experience required with a P&C license preferred.
- Must have excellent computer skills and the ability to learn agency automation system (AMS 360) and other automation/internet programs as required
- Knowledge of Microsoft Office products including Word, Excel, and Outlook.
- Above -average telephone techniques and the ability to communicate effectively with prospective and existing clients, as well as, other staff members.
- Ability to understand policy forms and coverage descriptions required.
- Organizational skills required.
- Willingness to attend educational classes desired.
- High attention to detail essential.
- A high school diploma required; college degree preferred.

Salary Range: Dependent on Experience

About Rhodes: Rhodes Risk Advisors is a property and casualty brokerage based in Atlanta, Georgia. We focus on delivering client centric services, implementing insurance programs custom tailored to fit our clients' needs, and reduce their total cost of risk. Our goal is to use the most innovative solutions to help reduce our clients' overall cost of risk management, improving their bottom-line revenue.