

Commercial Insurance Support Specialist

- Do you have a passion for problem solving, and are inspired by the thought of “what’s next”?
- Do you have a passion for going above and beyond to deliver a "wow" experience?
- Do you jump at the opportunity to take risks and to learn from your mistakes?
- Do you often ask yourself, “What more can I do to achieve the results my company needs?”
- Are you an accountable self-starter who thrives in a team environment?

If you answered these questions with an emphatic “Yes!” then please keep reading...

ABOUT INDIUM

As a small but mighty disruptor in our industry, everything we do is meant to challenge the status quo, giving our partners the competitive edge they need to win. both now and in the future. It is this noble purpose that inspires us every day to be awesome. And now we are looking to add our next rock star to our unstoppable team who will flourish in our culture of freedom and responsibility.

As an organization firmly grounded in our values of trust, respect, honesty and integrity, we measure success by how much, how quickly and how effectively we problem solve (especially under pressure).

ABOUT OUR COMMERCIAL INSURANCE SUPPORT SPECIALIST

As a Commercial Insurance Support Specialist, you are a resourceful and creative problem-solver who believes anything is possible. In addition to living our values, you are knowledgeable about the business of commercial lines insurance and are deeply passionate for learning and the pursuit of excellence. You are a champion for the independent agent and go to great lengths to solve complex problems for them. You value teamwork and are hyper-collaborative to deliver an unparalleled experience for our partners. You are proactive, attentive and responsive in everything you do – fueling profitable growth for our partners and our business!

EXPECTATIONS OF THE ROLE

1. Develop and maintain highly collaborative relationships with our Commercial Insurance Solutions Advocates to ensure an industry-leading experience for our agency partners, meeting and exceeding all service level standards.
2. Process timely and accurate endorsements, adjustments, certificates and invoicing.
3. Assist agency partners with billing and claims related issues with our carriers.
4. Support Commercial Insurance Solutions Advocates with preparation and presentation of renewals and new business submissions, ensuring completeness and accuracy (Quality Assurance).
5. Provide day-to-day support for our agency partners on a variety of matters, including sub-code administration support.
6. Collaborate with carrier partner's support staff (underwriting, rating, etc.) on a variety of insurance or process related matters.
7. Collaborate with internal accounting handling billing, invoicing and surplus lines tax filings, ensuring timeliness and accuracy.
8. Collaborate with internal team members to identify, design, develop and implement process standardization and best practices.
9. Perform other related duties as required.

EDUCATION AND EXPERIENCE

Undergraduate degree in risk management or relevant major of study, such as economics, business administration, or marketing.

2-5 years of related industry experience, with demonstrated high performance in a team-based environment.

Or, equivalent combination of education and relevant experience in a related role, such as underwriting, insurance broker, sales, customer service, or account management.

Proven outstanding verbal and written communication skills.

CERTIFICATES, LICENSES, REGISTRATIONS

P&C License required.

CIC, CISR, or AINS (or working toward) a plus.

SOFTWARE SKILLS REQUIRED

Mastery: Typing, Data Entry, navigating online (web-based) systems

Advanced: Agency Management Systems, Contact Management (CRM)

Intermediate: MS Office product suite (XL, Word, PowerPoint)

Basic: billing and invoicing

ADDITIONAL INFORMATION

This position is a non-exempt position reporting to the CEO and receiving functional, day-to-day leadership from our Commercial Insurance Solutions Lead. Advancement opportunities commensurate with consistent high performance relative to our company values and job expectations, and demonstrated proficiency with these associated core competencies:

- Action Oriented, Dealing with Ambiguity, Customer Focus, Functional/Technical Skills, and Problem Solving.

TOTAL COMPENSATION

Salary (commensurate with experience), plus participation in the company's incentive compensation plan.

We offer a modern-day work environment that supports a flexible work schedule, unlimited PTO, wellness and community involvement. The Indium benefits program gives employees the flexibility to select benefits that meet their needs and the needs of their families. We offer health and financial benefits, along with the information employees need to make informed decisions about their care.

Our benefits program includes:

- Medical, dental and vision care coverage (includes one month waiting period)
- Unlimited paid time off plan
- 401(k) Savings Plan (includes six month waiting period after hire)
- Flexible Spending Account and Health Savings Account
- Group Term life insurance
- Short-term and long-term disability
- Employee Assistance Program
- Tuition reimbursement