

## Commercial Insurance Solutions Advocate

- 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 INSURANCE SOLUTIONS ADVOCATES**

As an Insurance Solutions Advocate, 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 agency and carrier partners through effective face-to-face, phone and email interactions.
2. Proactively consult with our agency partners to qualify new business submissions for validity, completeness and accuracy and generate quotes online with a variety of carriers on their behalf.
3. Proactively advocate on behalf of our agency partners with carrier underwriters to win new, renewal and remarketing opportunities.
4. Proactively identify and advise our agency partners on opportunities for account rounding, cross-selling and upselling.
5. Develop, demonstrate and provide subject matter expertise with respect to carrier appetites, products, coverages and contracts.
6. Process timely and accurate renewals, endorsements, adjustments and invoicing.
7. Assist agency partners with billing and claims related issues with our carriers.
8. Provide ongoing support and administration related to agency partners' sub-code access to carriers.
9. Meet and exceed all service level standards.
10. Collaborate with internal team members to identify, design, development and implement process standardization and best practices.
11. Serve as the business SME (subject matter expert) to represent commercial lines business needs with respect to internal technology initiatives.
12. 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.

3-10 years of related industry experience.

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 an exempt position reporting to our Leader of Insurance Operations. 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.

Role includes light travel (less than 15% of the time) in support of carrier meetings, agency meetings and trade shows.

## 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
- Unlimited paid time off plan
- 401(k) Savings Plan
- Flexible Spending Account and Health Savings Account
- Group Term life insurance
- Short-term and long-term disability
- Employee Assistance Program
- Tuition reimbursement