



Title: Commercial Lines Account Coordinator (P&C Insurance)

Location: Overland Park, KS

Job Description: **JOB SUMMARY**

The **Commercial Lines Account Coordinator** supports Account Managers and Producers by processing insurance documents, certificates, and policy-related transactions while assisting with a variety of tasks. This role plays a key part in ensuring accurate, timely service and delivering an exceptional experience for clients and carrier partners.

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

JOB DUTIES:

- Navigates to various company websites to obtain, process and distribute insurance policies, endorsements, audits, cancellation notices and reinstatement notices.
- Forwards policies to our third-party vendor for Quality Control.
- Follow up on policy documents with companies to ensure timely processing.
- Assists in processing certificate requests and verify policy compliance by researching current documents independently. Work with Account Managers to indicate non-compliance issues and offer resolution options to the insured as needed.
- Assists Account Managers when needed by performing various tasks such as web-based marketing, checking large vehicle or equipment schedules for accuracy, generating proposal templates, pulling loss runs, etc.

REQUIRED EXPERIENCE/QUALIFICATIONS:

- Strong communication skills, both oral and written.
- Good listening skills and attention to detail are critical.
- Ability to manage multiple tasks concurrently and prioritize workload appropriately.
- Strong relationship-building skills with Producers, companies, co-workers.
- Able to be a team player and adapt to a fast-moving, changing work environment with a positive attitude
- Ability to navigate company websites to obtain documents.
- Knowledge of agency management systems and Microsoft Office.
- Willingness to take on new tasks as needed.

PREFERRED EXPERIENCE/QUALIFICATIONS:

- Minimum of 3 years insurance experience.
- Property and Casualty Insurance Agents License in Kansas or Missouri.
- Knowledge of commercial insurance products and usages.
- Knowledge of AMS360

TECHNICAL SKILLS:

- Microsoft Office – specifically Excel, Word
- Ability to navigate the Internet