



245 Waterman Street, Suite 501, Providence, RI 02906
35 Braintree Hill Office Park, Suite 200, Braintree, MA 02184



RI: (401) 351-0066 | MA: (781) 794-1400
www.decotis.com

Job Opening – Customer Service Representative (Specialty Insurance)

The candidate will work directly with the binding authority underwriting team and will have direct responsibility for handling customer service requests from both retail agents customer and in-house employees via phone, email, and in person. This position has a high level of delegated authority to perform many mission- critical and important tasks – trustworthiness and dependability are of the utmost importance.

We are a profitable and stable independent wholesale MGA & Brokerage Insurance firm with the ability to provide you with an excellent working environment with great people.

JOB DESCRIPTION

Main Job Responsibilities:

1. Serve in a collaborative and open manner on a team consisting of Underwriters, Producers, Customer Service personnel, management, IT, etc. Proactively communicate with team members to achieve optimum business results.
2. Receives and responds to policy change requests such as Endorsements, Cancellations, Reinstatements and all other aspects of the policy life cycle.
3. Processes new business set up & clearance, loss run requests and various policy service items as needed
4. Follows up on open and unresolved customer complaints within the binding authority unit.
5. Works with other team members to ensure deliverables are on time and no one individual is overloaded
6. Serves on various in house Committees with active participation in each Committee's work

Skills, Knowledge & Abilities:

1. Uses dialog and problem-solving skills to turn difficult customers into satisfied customers; resolves most customer situations independently.
2. Strong analytical and problem solving skills; able to identify, analyze and resolve issues.
3. Attention to detail.
4. Excellent interpersonal and communication skills. Ability to effectively interact with all levels of DeCotis' business partners, both internally and externally
5. Very high level of proficiency with the major Microsoft Office Suite of products (Outlook, Word, Excel, etc.)
6. Professionalism is a must; priorities reflect a strong work ethic, putting work and project tasks in front of personal agenda. Work conduct follows organizational policy, including dress codes, communication standards, etc.

Key Accountability Areas:



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- Meeting service level standards for new business clearance and other policy service requests
- Ability to manage time and work to keep service items up to date
- Meeting DeCotis' Service Standards
- Agency Relationships Management through superior response time on service requests, troubleshooting customer service problems and communication skills

POSITION REQUIREMENTS

The Ideal candidate will have:

- At least 3 - 5 years of commercial lines customer service experience with a record of success
- Strong oral and written communication skills
- Strong working knowledge of Microsoft products (Outlook, Word, Excel, etc.)
- Ability to prioritize and self-manage a large workload within specific service level standards
- Associates Degree; Bachelor's Degree and any professional designations (ACSR, AINS, API) are a plus
- Prior surplus lines experience at an MGA or wholesaler highly desired

COMPENSATION & BENEFITS

DeCotis offers competitive compensation packages, benefits continuing education & training (which we require of all employees) and internal opportunity to advance and further one's insurance career. Annual Base Salary offered will be commensurate with work experience and the degree to which the candidate meet the criteria above. In addition to base salary, successful account managers enjoy participation in our bonus program based on performance and company profitability.

Other benefits include:

- **Wonderful and Interesting Co-workers!**
- **Team Leaders that care about and listen to their colleagues**
- **Blue Cross & Blue Shield Health Plan**
- **Dental Coverage**
- **Life Insurance**
- **Accidental Death and Disability Insurance**
- **401K Retirement Plan**

INTERESTED? CONTACT Us...

Please submit your resume & cover letter to Jocelyn Dewey at jdewey@decotis.com **Additional information about our firm can be found on our website www.decotis.com.**

MASSACHUSETTS

35 Braintree Hill Office Park, Suite 200
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RHODE ISLAND

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