



ACCOUNT ADMINISTRATOR

As an Account Administrator, you will assist in processing data related to the insurance transaction and collect information from a variety of sources for the purposes of rating, placing, and invoicing business. You will work with Customer Service Representatives and Producers/Sales by providing support in servicing our clients. We are looking for a can-do mindset in the midst of multi-step and repetitive processes and meticulous tasks. Finally, a Riddle Insurance Account Administrator is expected to conduct themselves and their business with an exceptionally high degree of integrity, representing the reputation and commitment of our company with the utmost care, doing what is right for us, but more importantly, what is right for our clients.

Resources

Our Account Administrator will enjoy many benefits and resources, including:

- Working with a collaborative and fun team of diverse individuals. We challenge each other to be our best while maintaining a family-like environment.
- Access to continuing education to further your knowledge in the insurance field as well as access to experienced leaders in the agency that are excellent mentors.
- Ability to use your talents to help others in sometimes challenging situations and a competitive marketplace.
- Premium insurance benefits, along with time off to volunteer, family-friendly events, a wellness program, gym reimbursement, paid parental leave, and other fun perks.

Roles & Responsibilities

- Review insurance policy documents for accuracy and completeness
- Electronically file and index policy documents per agency standards
- Enter changes to client and policy records online
- Invoice clients
- Review and understand discrepancies to request corrections
- Handle business communications electronically and in-person
- Keep informed on rates, form, and coverage changes
- Issue certificates of insurance, auto ID cards and evidences of property coverage
- Process audits
- Follow all established policies and procedures
- Maintain required licenses
- Attend required meetings
- Other responsibilities as assigned by management

The Ideal Candidate:

- Is confident in establishing respected relationships, with a focus on confidentiality
- Has a knack for communicating effectively with team members and insurance carriers
- Is a critical thinker with attention to detail and a stickler for accuracy
- Thrives in an environment with repetitive, although technical, tasks
- Is self-motivated
- Can juggle competing priorities among clients, insurance carriers, and our own team
- Catches on to new technology platforms with ease and is willing to put in the time to learn our industry-specific software tools to a level of expertise
- Knows the ins and outs of Microsoft Office Suite products

Additional Considerations

The Account Administrator will have a focus in the area of commercial insurance. The Account Administrator must obtain and maintain a thorough knowledge of industry trends and practices, as well as specific information related to carriers and products. The Account Administrator may be required to obtain and maintain a license for the specific field working in. Experience demonstrating success in a similar customer service role and prior insurance experience is required.