

P&C Agency Relations Specialist

Customer Experience · Lafayette, Louisiana

Gulf States Insurance Group operates in the coastal regions of Louisiana, Mississippi and Alabama, providing property insurance solutions that are administered by the independent agency channel in each respective state. We are a growing company in need of a talented individual that can multi-task in a fast paced environment to provide support and stellar service for our partner agencies and outside sales team.

About the Position:

Our agency relationships are essential to our success and with our growth plans for 2024, we need an inside team member to provide support with communication, product & systems training, reporting and appointment management.

This is a partner-facing position that requires exceptional phone and email communication skills. We are looking for an enthusiastic individual that enjoys being a team player, can collaborate and exhibit genuine concern for support and service.

Desired candidates will have the ability to multitask and move in a fast-paced environment.

Key Responsibilities: (What you'll be asked to do)

- Product and Systems knowledge will be required. (Full training will be provided to set you up for success.)
- Provide phone and email support for requests and inquiries from partner agencies and prospective agencies.
- Processing of agency set up, appointments, bulletins and license renewals..
- Other miscellaneous projects and administrative duties as needed.

The Successful Candidate: (what we're looking for)

- You're a motivated individual who recognizes and upholds company values and culture, while always striving to perform at their best.
- You have a sharp sense of knowing when to escalate certain questions and situations to the appropriate internal team members.
- You show initiative and understand what it means to get the job done!
- You have excellent organizational skills, attention to detail, and a strong ability to multitask.
- You work well with others and have confidence to contribute ideas.
- Previous experience working in a high-volume communication focused environment.

Some Requirements:

- At least 1 year of experience in the insurance, customer service industry or related field.

Education:

- High School Diploma or its equivalent (GED) is required.

Computer Skills:

- Must be proficient with MS Office and other internal insurance related programs, systems or applications. (Outlook, Word and Excel).
- Ability to communicate effectively using programs such as MS Teams and Zoom. You are comfortable sharing screens and video chatting.

We Have a Great Benefits Package!

- 15 days of PTO annually, 9 paid holidays
- Medical, Dental, Vision
- 401K with a generous matching contribution and no vesting schedule