

Lutz Insurance Services is seeking a professional personal lines customer service representative/account manager to work full time. This position can be remote from home or from our beautiful office in Del Mar (San Diego County). We are an independent insurance agency founded in 2006 specializing in home and auto insurance. Responsibilities will include:

- Direct interaction with clients via phone and email
- New business quoting (no cold calling/no business solicitation)
- Retention quoting
- Cross-selling existing book of business
- Policy service work
- Answering phones (VOIP phone will be provided)
- Updating and maintaining agency management system

Required Qualifications:

- Active California property & casualty license
- Minimum 18 months experience working in personal lines insurance--either for a wholesaler, retail agency or for a carrier
- Ability to navigate, rate, and quote home, auto, and liability umbrellas via multiple carrier websites
- Excellent communication and email writing skills
- Proficient in creating detailed coverage comparisons
- Maintain a genuinely positive attitude in all client interactions
- Pass a background check
- Familiarity with FSC rating system, Hawksoft agency management system, or independent agency operations is a plus

Salary and Benefits:

- \$19-\$29/hour depending on experience with opportunity for future increases
- 50% commissions on 1st year policies of your own origination + recurring 25% with every renewal (You will not be required to source your own clients. It's just an option.)
- Additional bonus program reward available
- Paid vacation
- Paid holidays
- Paid sick days
- Hours are 9am-5pm Pacific Time with some flexibility
- No relocation expenses available.

Contact:

Please email resume and cover letter to: [Steve@lutzinsuranceservices.com](mailto:Steve@lutzinsuranceservices.com)

Agency website: [www.lutzinsuranceservices.com](http://www.lutzinsuranceservices.com)