

WE'RE A GROWING FAMILY-OWNED BUSINESS EXPANDING BOTH OUR BUSINESS AND OUR TEAM, AND WE'RE EXCITED TO WELCOME A LICENSED INSURANCE CUSTOMER SERVICE SPECIALIST TO OUR FUN, FAST-PACED OFFICE.

POSITION TITLE

SENIOR ACCOUNT MANAGER- COMMERCIAL INSURANCE

ABOUT THE COMPANY

Dole & Sons, Inc. is a second- and third-generation, family-owned independent insurance agency based in Bonita, California, proudly serving clients since 1972. We specialize in Business Insurance, with a steadily expanding Personal Insurance and Surety department to meet a wide range of client needs. With access to a diverse network of trusted insurance carriers, we are committed to helping our clients secure the best coverage at the most competitive value. Our reputation is built on exceptional customer service, made possible by the dedication and professionalism of our outstanding support staff.

POSITION SUMMARY

- The role of a Senior Account Manager is a lead role in the commercial insurance sector which involves providing administrative and customer service support to the account team, producer, and assigned group of accounts.
- Working with the Producer, the key responsibilities include tracking policy expirations, processing policy applications, quotes, binders, endorsements, audits, cancellations, reinstatements, check requests, invoices, finance agreements, summaries of insurance, loss runs, MVRs, ID cards, certificates, binders, billing inaccuracies, and Agent of Record letters.
- Additionally, this role requires resolving moderately complex customer service problems, individually managing small-sized accounts, and ensuring production and quality standards are met.

MINIMUM REQUIREMENTS

- 40-hour in-office work week- 8am-4:30pm.
- Property & Casualty Insurance License Required.
- College education or equivalent insurance experience.
- Proficient in Microsoft Outlook, Word & Excel.
- Experience required in AMS360 or comparable insurance agency management system.
- Ability to communicate orally and in writing with others to explain complex issues, receive and interpret complex information, and respond appropriately.
- Capable of comprehending both spoken and written communication, and able to interpret complex or abstract information.
- Full knowledge of insurance products and usages.
- Adequate knowledge of rating procedures, coverages, and industry operations to effectively manage, maintain, and write assigned client and prospect lists.
- Full knowledge of insurance markets and reference to markets.
- Knowledge of insurance rating and underwriting procedures.
- Ability to carry out complex tasks with many concrete and abstract variables.

PAY RATE OR RANGE

Annual Salary Range \$55,000 to \$80,000

Range reflects experience and years served.

BENEFITS

- Health Insurance Options
- Paid Time Off: Holiday, Sick Leave and Vacation
- Retirement Plan: 401k with annual contributions by employer
- Medical reimbursement for out-of-pocket expenses
- Professional development and licensing support
- Family Oriented Environment
- Full time hours

HOW TO APPLY

Only qualified applicants will be considered for an interview.

Please email apply@doleandsons.com if you are interested in the position and include your current resume.

The Company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.