



Position Title: Commercial Lines Account Manager

Location: Tampa, FL

Status: Full-Time

About PGI

PrimeGroup Insurances' most valuable asset is the knowledge and creativity of the people who work for us. We are problem-solvers, and we love a good challenge. Our team of professionals works to provide our clients with customized solutions that are clear, concise, and tailored to their needs. PGI's Core Values are Clients, Community and Employees.

Job Summary:

As part of our integral operation in Property and Casualty, this position assists the Producers in a variety of responsibilities including but not limited to; preparing applications for clients to submit to insurance carriers and servicing existing business.

Essential Functions:

- Marketing of new and renewal business.
- Sell and manage a book of business with continual growth.
- Build client relationships and prepare coverage for new and renewal of all policies.
- Prepare applications for clients to submit to insurance carriers.
- Responsible for processing of endorsements, reviewing policies & detail entry with accuracy.
- Processing of cancellations; monitor cancellations for reinstatement.
- Processing of audits and handling audit disputes requiring action.
- Capacity to participate and adhere to supervisory/accountability expectations.
- Maintain client confidentiality as well as cordial & effective relationship building with clients, carriers, vendors & others.
- Maintain industry knowledge of new product information, legislation, coverage, and technology to continuously improve knowledge and performance.
- Willing to work honestly and diligently with all team members, supervisors & producers.
- Ability to resolve conflict, and to do so whenever possible without supervisory intervention.

- Willingness and ability to hold yourself to the highest standards of professionalism.
- Perform other duties or special projects as assigned.

Core Competencies:

Minimum customer service experience in the insurance industry: 5 years	Required
220 License	Required
Minimum Education: HS Diploma or General Equivalency Diploma	Required
Proven experience servicing P&C book of business	Required
AMS360 experience	Highly Preferred
Intermediate level skill in Microsoft Office 365 including MS Word & Excel	Required
Strong written, verbal, and interpersonal communication skills	Required
Dependability, Reliability, High Level of Confidentiality	Required

Benefits:

- 401(k) Savings Plan
- Paid Time Off
- Paid Holidays
- Vacation Time
- Bereavement Leave
- Jury Duty Leave
- Military Leave
- Employee Assistance Program
- Company Paid Life Insurance
- Long Term Disability
- Medical/Dental/Vision Insurance
- Career growth opportunities
- Unified work environment with strong commitment to cohesion
- Community connections and opportunities to serve