

Brown & Brown Insurance is a leading provider of commercial insurance, employee benefits, and personal insurance solutions. We are looking for motivated, disciplined, and driven individuals to join our team! If you are a self-starter with a persistent desire to succeed, becoming a Brown & Brown teammate can introduce you to a career with virtually unlimited possibilities.

We are a big company that doesn't operate like one. With a decentralized sales and service model, the rigid rules and bureaucratic red tape of a traditional national broker are minimized to drive entrepreneurial ideas focused on delivering solutions and local service to our customers.

Job Title: Customer Service Representative

Department: Commercial Lines

Location(s): Lafayette, LA / New Orleans, LA

Summary:

Brown & Brown Gulf States is seeking an exceptional individual who is familiar with all aspects of commercial lines account management. This role will give you the opportunity to work independently and in a fast-paced, dynamic team environment. You will work with teammates, customers, prospects, and carrier partners to perform customer service duties and assist advisors in account management and business transactions. The ideal candidate will take initiative on activities that will assist advisors in account retention and will be able to carry out work projects to completion with minimal guidance.

Responsibilities:

- Day-to-day account management of assigned client accounts
- Correspond and maintain contact with advisors regarding new and renewal business
- Review applications and endorsements and policies
- Establish and build relationships with customers and carriers via phone and email
- Process advisor and customer requests through carrier requesting changes, cancellations, requests for binders, policy issuance and certificates of insurance
- Download, maintain and update files in the account management system
- Perform quality control on all new business and document in the account management system
- Email non-renewals, cancellations and reinstatements
- Work with advisors on maintaining account retention
- Prepare and maintain reports as required by management

Required Skills:

- Detailed-oriented
- Excellent interpersonal and relationship building abilities.
- Excellent oral and written communication skills.
- Ability and desire to work in a company with a strong corporate culture and varied personalities.
- Computer skills including use of e-mail, Excel, Word and Internet Applications.

Education & Experience Requirements:

- High school diploma or equivalent required. Associate or bachelor's degree preferred.
- 1-3 years of experience in customer service within the insurance industry.

Required Licensing or Certifications:

- Certified Insurance Service Representative (CISR) designation a plus
- Property & Casualty licensed required

This job description is not meant to be an all-inclusive statement of the duties of the position listed above. Other appropriate duties may be required from time to time.

Brown & Brown, Inc. is an Equal Opportunity Employer. At Brown & Brown, Inc. our continued success depends on the full and effective recruitment and employment of qualified persons regardless of race, color, religion, sex, age, national origin, marital status, disability or veteran status. We are committed to ensuring equal employment opportunity for all employees and applicants for employment. It is our goal to recruit, hire and develop the best employees using only job-related qualifications. Our equal employment opportunity philosophy, in accordance with federal, state and local law, applies to all aspects of employment with Brown & Brown including recruiting, hiring, training, transfer/promotion, compensation, benefits and termination. At Brown & Brown we strive to ensure that our human resource practices are free of discriminatory practices and that employment decisions are made on the basis of job-related qualifications, including personal competence and potential for advancement.