

*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:** Administrative Assistant/Receptionist  
**Reports to:** Senior Account Executive/Marketing Manager  
**Department:** Admin  
**Location:** Lafayette, LA

**Summary:**

Reporting to a manager or director, individuals whose primary responsibility involves data entry, general clerical duties, including switchboard operation, assistance to staff as needed. Employee is supervised closely and generally performs routine or repetitive tasks of a clerical or administrative nature.

**Essential Duties and Functions:**

- Answer phones, routes callers and takes and delivers messages
- Perform routine clerical tasks including:
  - Incoming Mail – sort by department – scan and route to CSRs
  - Incoming Checks – complete check register and email to CSRs
  - Order Supplies
  - Outgoing Mail
- Maintains files, records or reports
- Perform duties as assigned

**Competencies:**

- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently.
- Interpersonal skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations and demonstrates group presentation skills.
- Written communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Problem solving—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully and maintains confidentiality.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.

- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Required:**

- High School Diploma **required**.
- Proficient with Microsoft Office Applications (Word, Excel, Outlook)
- Exceptional telephone demeanor
- Ability to maintain a high level of confidentiality

**Physical Requirements Necessary on a Regular Basis:**

1. Manual dexterity, arm and upper body range of motion sufficient for use of a keyboard, mouse and telephone 7-8 hours per day.
2. Speech and hearing sufficient for in-person and telephone communication 7-8 hours per day.
3. Vision sufficient for use of a computer monitor.
4. Ability to sit at a desk 7-8 hours per day.

***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.***

Please submit resume to Ellen Leonards at [eleonards@bbgulfstates.com](mailto:eleonards@bbgulfstates.com)

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