

Renaissance Insurance Group, LLC

Job Description



Job Title: Administrative Coordinator
Department: Operations
Reports To: Director, Corporate Services

SUMMARY

To work within the Renaissance Insurance Group, LLC Operations support team processing daily mail including imaging and storing of documents for various Renaissance Insurance Group (RIG) departments. Assist with back up coverage for the RIG reception desk, and provide processing support to Renaissance Alliance (RAIS) staff for policy and submission related documents and activities.

EDUCATION and/or EXPERIENCE

Associates Degree from a two-year college or university; or at least two years related experience and training; or equivalent combination of education and experience.

Must have solid prior knowledge of MS Office (Excel, Word, Outlook), effective time management skills and the ability to multi task in a fast paced office environment. Should have some knowledge of insurance language, insurance agency software (agency management system), products or the ability to learn these quickly.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- ❖ Provide timely processing of inbound and outbound daily mail to support various RIG business units including sorting, delivery and/or forwarding of inbound mail and assembly, postage and nightly drop off outbound mail, including overnight items. Coordinating the management of the mail equipment and related mailing supplies on an ongoing basis as needed.
- ❖ Provide accurate and timely electronic document imaging services to various RIG business units including: RAIS, RIA, Cochrane & Porter, and RIG Accounting departments. Scan and/or move and file documents and apply file names and/or index values to each set as directed by the business needs of each department.
- ❖ Primary back up resource for RIG reception desk, including greeting visitors, answering and routing incoming calls and faxes providing prompt, professional, and courteous service to visitors, callers and staff.
- ❖ Provide processing support to RAIS Customer Service Team including documenting policy data and activities in the management system and mailing outbound documents to agencies in an accurate and timely manner.
- ❖ Provides assistance to the E&S Department with new and renewal business. This includes forwarding all renewal information, quotes and binding requests to our Member Agents.

- ❖ Provide backup to other operations support team members as requested by the Operations Manager, to include assistance with incoming submissions processing, and other appropriate activities based on business needs.
- ❖ Provide administrative assistance to RIG, LLC managers and departments with special projects as needed.

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities associated with this position.

COMPETENCIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit situation; able to deal with change, delays, or unexpected events

Communication Skills - Ability to communicate effectively with peers, managers, vendors, and in personal or team settings; Solid written and verbal communication skills.

Customer Service – Excellent customer service skills, Manages difficult or emotional internal or external customer situations; responds promptly to internal and external customer needs; responds to requests for service and assistance;

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan

Learning, Growth & Development - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Volunteers readily; Asks for and offers help when needed.

Process Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality; meets productivity standards; completes work in timely manner; Uses time efficiently; Anticipates potential problems and takes steps to resolve

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback

Physical Mobility – Able to perform duties requiring movement around the office space during the day. Pushing, lifting objects and supplies up to 20lbs, and work with hands on files, papers, envelopes, packages, computers, copier, telephone, and other business equipment.