

We are currently looking to add to our team a **Business Insurance Operations Manager** at **Hickok & Boardman Insurance Group**, an Acrisure Agency Partner. Hickok & Boardman Insurance Group is one of the largest agencies in Vermont, named one of Vermont's Best Places to Work for the last three years in a row.

Hickok & Boardman Insurance Group is an established agency. We are 200 years old! We are dedicated to providing the best service to our clients, our carriers, our employees, and our communities. Our employees describe us as "supportive of employees both personally and professionally". We are often referred to as the "H&B Family" because of our positive atmosphere and exceptional teamwork.

Hickok & Boardman Insurance Group offers excellent compensation and a very desirable benefit package that includes, but is not limited to medical, dental and vision coverages, tuition reimbursement and tuition forgiveness, and a generous amount of paid time off.

ESSENTIAL RESPONSIBILITIES

- Supervise Business Insurance Account Managers, monitoring staff performance to ensure productivity and compliance with established workflows and procedures to ensure efficiency, quality, and service standards are met.
- Establish annual performance plan for Business Insurance staff; collect input from teams and deliver annual performance evaluations.
- Assist in facilitating communication between Account Managers and Sales team to ensure effective collaboration, resulting in high client satisfaction.
- Assess and become proficient in current business insurance workflow procedures with relevant current staff input and establish a culture of continuous improvement.
- Oversee new hire training program and construct and manage a continuous education program and a career path roadmap for existing and new employees.
- Supervise periodic assessments to ensure compliance with established workflows and procedures, helping to facilitate growth in skills and knowledge for the Business Insurance staff.
- Develop and maintain relevant matrices to ensure appropriate staffing levels necessary to anticipate future and meet current operational and service goals, recommending adjustments as needed, allocating and adjusting workloads for the Business Insurance service team.
- Participate in new employee selection and integration process, including interviewing and making hiring recommendations, and developing a plan to onboard new employees.
- Stay informed and disseminate appropriate information to personnel regarding general operations, carrier and industry developments and sales/service staff updates.
- Oversee and track training needs for staff and work in conjunction with IT/HR/Training Staff, on development, implementation and monitoring of staff progress.
- Lead relationship for third party service resources. Maintain and enforce workflows, assess current capacity and the need for additional resources.
- In conjunction with the executive management, develop and nurture carrier relationships, leveraging our ability to serve our clients through superior partnerships.
- Represent the department at end-of-year company meetings; solicit feedback from assigned staff relative to Account Manager and company interactions.

MISCELLANEOUS

- Act as a team player who displays a high degree of emotional maturity while keeping difficult situations in proper perspective. Must excel in personal interactions with the clients, carriers, and employees at all levels of the organization.
- Handle service escalation issues as requested by the client or staff member ensuring positive outcomes on all sides.
- Remain up to date on the rapidly changing insurance marketplace.
- Interacts with others effectively by utilizing good communication skills, cooperates positively and provides information and guidance as needed to continue to develop and maintain a high internal and external client service standard.

QUALIFICATIONS

- Commercial Insurance experience preferred.
- Demonstrated ability to analyze, optimize and automate business processes.
- Must be able to secure a Vermont Producer's P&C license.
- Flexible and adaptable to new ideas from fellow employees and management.
- Forth coming with ideas and opinions with entire staff.
- Effective in prioritizing and planning work activities.
- Able to manage multiple tasks at one time.
- Uses excellent interpersonal skills, producing effective and accurate verbal and written communication.
- Active listener with strong attention to detail.
- Demonstrated ability to work at a high level with technology, including Microsoft Office, agency management software, and other key business systems.
- Ability to Manage employees across multiple locations as well as remote workers.
- Must be able to drive to all office locations.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Must be able to remain in a stationary position 50% of the time.
 - The person in this position needs to occasionally move about inside the office to access office machinery, etc.
 - Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
 - The person in this position frequently communicates with staff, clients, and carriers. Must be able to exchange accurate information in these situations.
 - Occasionally moves office equipment weighing 25 to 50 pounds requiring reaching above/below the waist, pushing and/or pulling movements and lifting.
 - Occasionally required to bend/stoop or kneel to access cables or other items below desk.
 - The person in this position may occasionally work in dusty work conditions.

THIS DESCRIPTION IS NOT INTENDED TO BE A COMPLETE STATEMENT OF JOB CONTENT, RATHER TO ACT AS A GUIDE TO THE ESSENTIAL FUNCTIONS PERFORMED. MANAGEMENT RETAINS THE DISCRETION TO ADD OR TO CHANGE THE DUTIES OF THE POSITION AT ANY TIME.