

Acrisure is the fastest growing insurance brokerage firm in the U.S. with over 500 Agency Partner locations globally. We are a committed network of entrepreneurs dedicated to providing specialty insurance programs, risk management services and unique products for an ever-growing market. Our agency enjoys the partnership/representation of many top-rated Admitted Carriers allowing us access to the most competitive and comprehensive programs available in the market today.

We are currently looking to add to our team an **Administrative Assistant** 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're 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 Duties and Responsibilities:

- Welcomes visitors, determine their needs, checks appointments, and directs them to the appropriate person or office.
- Answers multi-line agency phone system; establishes purpose of calls, and forwards appropriately.
- Provides driving directions, and answers customer inquiries based on knowledge of agency.
- Opens, sorts, and distributes incoming mail and processes outgoing mail at close of business day.
- Orders and puts away office supplies.
- Schedules various conference rooms as appropriate.
- Provides support to Account Managers or Client Advisors on new and existing accounts:
 - Properly attaches documents to Agency Management System.
 - Assembles proposal documents.
 - Prints and mails Auto ID Cards
- All of this is done in a manner to avoid potential E&O issues. Immediately notifies management of any potential E&O situation.
- Provides backup in other areas as assigned.
- Performs other duties and special projects at Management's request.
- Provides primarily in-house customer service to clients as assigned and requested.

This description is not meant to be all-inclusive and may be modified from time to time at the discretion of management.

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.

Education and/or Experience:

- High School Diploma or the recognized equivalent is required.
- Minimum 2+ years' experience in an Administrative Assistant or similar role required.

Technology Skills:

- Possess strong administrative and computing skills, including Microsoft Office (Word, Excel, and Outlook)
- Experience successfully operating a multi-line phone system is strongly preferred.

Other Qualifications:

- Must have the skills to orally and in writing communicate issues, requests, and general information clearly to all involved parties as needed.
- Must have the ability to pay close attention to detail, respond to multiple requests effectively and to delegate work efficiently to support staff.
- Able to work independently and enjoy a high degree of interaction with team members.
- Self-motivated and driven.
- Demonstrates effective problem solving with minimal assistance.
- Demonstrates excellent time management and prioritization skills.
- Demonstrates attention to detail and commitment to a high level of accuracy.
- Possesses the ability to multitask, prioritize, work independently, and use discretion surrounding sensitive information.
- Able to maintain a professional demeanor and positive attitude.

Physical Demands: 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.

- High finger dexterity while typing documents and forms
- Occasionally lift up to 20lbs.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is done in a temperature-controlled, non-smoking office.
- The noise level in the work environment is usually moderate

- This position is fully in-office.

Hickok & Boardman Insurance Group is an Equal Opportunity Employer. All qualified applicants will be considered for employment without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, domestic partner status, or medical condition.