

Hickok & Boardman Insurance Group is one of the largest agencies in Vermont, named one of Vermont's Best Places to Work for five 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. Hickok & Boardman Insurance Group is supportive of work-life balance and offers flexibility to work from home with a hybrid schedule for most positions.

ESSENTIAL RESPONSIBILITIES

Work in conjunction with Risk Management department:

- Attend Focus Plan and Claim meetings to develop safety plan with risk managers and client.
- Review loss exposures with clients to determine root causes to develop accident prevention programs.
- Support client by assisting and partnering with client to help develop programs that work best with their respective culture to improve safety performance and claim activity.

Work with client:

- Develop positive working relationships with clients, insurance carriers and internal departments.
- Provide clear, respectful verbal and written communication with both internal and external clients, keeping the goal of customer service as the priority.
- Provide client safety services in accordance with mandated regulations and brainstorm gaps in servicing needs.
- Perform audits of overall safety program and prepare written report of findings and recommendations for correction of unsafe conditions.
- Oversee the development and implementation of improvements in safety efforts for the client.
- Maintain regular contact with clients, including coordinating and scheduling of meetings within Outlook.
- Create and maintain product (presentations, training materials, etc.) quality according to industry standards and specific client requirements.
- Effectively manage client plans assigned in Epic.

Other duties:

- Coordinate and assist in all sales and marketing functions for Loss Prevention team.
- Keep informed regarding industry information and changes to continuously improve knowledge and performance.
- Work as a team with other staff members to achieve production and agency goals.
- Perform other specific duties and projects as assigned by agency management.

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 3+ years' experience in General Industry and/or Construction. Safety certifications are preferred.

Technology Skills:

- Possess strong administrative and computing skills, including Microsoft Office (Word, Excel, and Outlook)

Other Qualifications:

- Must have the ability to pay close attention to detail, respond to multiple requests effectively and to delegate work efficiently to support staff
- Must have the skills to orally and in writing communicate issues, requests, and general information clearly to all involved parties as needed
- Self-motivated and driven
- Demonstrate effective problem solving with minimal assistance
- Demonstrates excellent time management and prioritization skills
- Attention to detail and commitment to a high level of accuracy
- The ability to multitask, prioritize, work independently, and use discretion surrounding sensitive information
- Ability 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.

- Frequently required to stand; walk; sit; use hands to finger, handle or feel; and talk or hear; climb stairs and/or ladders.
- Occasionally required to reach with hands and arms; climb or balance; and stoop kneel, crouch, or crawl.
- Moderate stress due to regular deadlines and daily challenges
- Occasionally lift a maximum of 50lbs.

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 variety of environments that may be temperature controlled or not.
- The noise level in the work environment is usually moderate, though hearing protection may be required based on the noise level at client site.
- This position can be a hybrid position (office and home)

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.