



Business Insurance Operations Manager

Invest your people management talents and commitment to excellent customer service in supporting and developing 20-25 talented employees responsible for \$90M of annual business insurance premiums during a time of continued growth and strategic change.

We seek a proven people manager able to provide a work environment, training and development, technology and tools that foster individual employee growth, strengthen team cohesion, and continue high levels of employee satisfaction and engagement.

A Vermont Best Places to Work winner for 5 consecutive years, Hickok & Boardman Insurance Group (HBIG) is an industry leader with locations in Vermont and upstate New York. Our growing organization offers an inclusive and progressive work environment, with a culture of support, transparency, and collaboration. We are dedicated to employee growth and development, and driven by our long-standing values of doing the right thing, with a sense of urgency, while exceeding expectations. HBIG differentiates itself by providing superior support and value-added services to our clients.

Locally managed, HBIG is an Agency Partner of Acrisure, LLC, a top 6 insurance brokerage firm nationally. This partnership supports the work Hickok & Boardman does, and better serves our current clients by leveraging expert resources and collaborating on effective solutions.

JOB DESCRIPTION

SUMMARY

The Business Insurance Operations Manager (BIOM) serves three primary functions:

- ❖ Providing leadership and supervision to the service and support operations within the Business Insurance department, a profit center with \$90 Million in annual premium and 30 employees.
- ❖ Working closely with the agency Workflow Manager to ensure the processes, procedures, training, and allocation of resources are available and provided to the Business Insurance department.
- ❖ Providing information, resources, and guidance for continuous development and maintenance of HBIG's high internal and external client service standard.
- ❖ Ensuring that departmental objectives are aligned with overall business strategies and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Staff Management

- Supervise Business Insurance Account Managers and Account Associates, monitoring staff performance to ensure productivity and compliance with established workflows and procedures to ensure efficiency, quality, and service standards are met.

- Participate in new employee selection and integration process, including interviewing and making hiring recommendations, and developing a plan to onboard new employees.
- Establish annual performance plan for Business Insurance staff; collect input from teams and deliver annual performance evaluations.

Service Delivery

- 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.
- In conjunction with the executive management, develop and nurture carrier relationships, leveraging our ability to serve our clients through superior partnerships.
- Handle service escalation issues as requested by the client or staff member, displaying a high degree of emotional maturity, keeping difficult situations in perspective, and ensuring positive outcomes on all sides.
- Stay informed and disseminate appropriate information to personnel regarding general operations, carrier and industry developments and sales/service staff updates.
- Remain up to date on the rapidly changing insurance marketplace, including 20 hours of company-paid CPE on a biannual basis.

Resource Management

- Supervise periodic assessments to ensure compliance with established workflow and procedures, helping to promote 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.
- Represent the department at end-of-year company meetings; solicit feedback from assigned staff relative to Account Manager and company interactions.

Staff Technical Development

- Oversee new employee training program and construct and manage a Continuous Education program and a career path roadmap for existing and new employees.
- Oversee and track training needs for staff and work in conjunction with IT/HR/Training staff on development, implementation, and monitoring of staff progress.

KEY QUALIFICATIONS

Experience

- Minimum 15 years' relevant work experience, including 5+ years managing a department with 15 or more direct reports providing exceptional service to customers or clients.
- Developing career ladders and supporting professional development through formal training, evaluation, and mentoring programs.
- Helping inform and advance DEI initiatives to best serve an evolving workforce with multiple generations and a broad range of life experiences.
- Commercial property/casualty insurance experience with an agency or carrier valued.

Skills/Abilities

- Strong people management skill set: Hiring, training, supervision, coaching, mentoring, and developing top talent.
- Excellent interpersonal, written, and verbal communication skills.
- Able to establish rapport, credibility, trust, and positive relationships with direct reports, including those working remotely.
- Able to effectively plan and prioritize work activities.
- Able to work with standard office technology, including Microsoft Office Suite.
- Able to provide an environment that encourages and develops new ideas from employees and management peers.

Attributes

- Strong work ethic, self-motivated and responsive.
- High emotional intelligence
- Sincere interest in well-being, success, growth, and development of individuals and the team.
- Active listener, skilled at providing feedback.

Other

- Able to secure a Vermont commercial insurance license, paid for by HBIG.

TOTAL COMPENSATION

Competitive base salary within a hiring range starting at \$80,000, and well-rounded benefits, including:

- Health, Dental, and Vision Insurance
- Health Savings Account
- Comprehensive Time Off
- 401(k) Retirement Plan with 3% match
- Flexible Spending Plan
- Short and Long-Term Disability, and Life Insurance
- EAP
- Tuition Reimbursement & Forgiveness
- Hybrid work opportunities*

***Location:** The Manager will primarily work on-site, and need to live a commutable distance from either Hickok & Boardman's Burlington or Montpelier, Vermont office, and periodically visit the NY office.

Hickok and Boardman is dedicated to providing the best service to our clients, carriers, employees, and communities, described by employees as "supportive of employees both personally and professionally", and often referred to as the "H&B Family" because of our positive atmosphere and exceptional teamwork.

We are committed to employing a diverse workforce and encourage people of all backgrounds and lived experiences to apply. All applicants will be considered for employment without attention to race, color, religion, age, sex, sexual orientation, gender identity, national origin, veteran or disability status.

July 1, 2022