

Hickok & Boardman Insurance Group is an industry leader in Vermont and upstate New York. We have been named one of Vermont's Best Places to Work for the last five years.

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".

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

ESSENTIAL RESPONSIBILITIES

- Administrative support and tasks as assigned to advance the service platform for Risk Management Department.
- Support Director of Risk Management with calendar and expense management
- Obtain monthly loss summaries for FOCUS planning clients and archive in Agency Management System
- Collect and verify annually relevant data to generate client experience modification projection
- Interface with carrier's workers' compensation claim adjusters for periodic claim status
- Track, populate and distribute claim dashboard reports
- Attend departmental meeting and record and maintain meeting minutes
- Develop and maintain Standard Operating Procedures for Risk Management Department
- Develop and maintain Risk Management work flow efficiencies
- Act as Department Liaison for Commercial Account Managers
 - Attend monthly CAM meetings
 - Ensure efficiencies in workflow
- Assist in scheduling Loss Prevention initiatives
- Set up for all Risk Management for webinars and or seminars
- Maintain loss prevention training records and certificates of completion
 - OSHA Cards
 - First Aid/CPR Cards
 - Forklift cards
- Maintain, support, and provide training for client interface technologies, and track and report on utilization
- Create a consistency in training and on boarding for any new Risk Management employees
- Develop and maintain positive working relationships with clients and company personnel
- Work as a team with other staff members to achieve annual agency-wide growth goals
- Perform other administrative duties and projects as assigned by management

Education and/or Experience:

- Minimum of 3 years of Administrative or related experience.
- Risk Management experience preferred.
- Candidates must be willing to secure workers' compensation adjuster's license.
- Working knowledge of the full suite of Microsoft Office 365 applications is preferred, as is the ability to manage automated claim management aspects of dealing with large commercial property and casualty insurance carriers.

Qualifications:

- Problem Solving: Under limited supervision or direction, anticipates and solves problems for self and others at all levels of the organization.
- Analyzing/Evaluation: Independently examines complex information and/or situations, evaluates potential impact, weighs options, and makes recommendations.
- Discretion/Confidentiality: Work responsibilities may concern confidential and/or sensitive information always requiring the use of discretion.
- Teamwork: Teamwork and cooperation are essential to the successful completion of own and others' job duties.
- Read/Write/Speak English: Ability to perform verbal and written communications face-to-face and in-group meetings.
- Creativity: Job duties are widely diverse, and frequently require conceptualizing, planning, and implementing.
- Task Handling: Job duties are widely varied, and frequently require attention to and/or coordination of concurrent jobs.
- Must have a strong sense of motivation and ability to work independently.
- Sense of urgency and a drive to meet deadlines are required.

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 85% 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.