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## Katie School Alumni Opportunity

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**Company Name** HNI Risk Services

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**Contact Person** Jennifer Romero

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**Title of Contact** Talent & Perks Manager

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**Email** jromero@hni.com

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**Phone** (262) 641-5882

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**Address** 1621 Colonial Parkway  
Inverness, IL 60067

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**Company Website** www.hni.com

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**Indicate what opportunity is available** Full-time

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**Title of Available Position** Account Manager

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**Opportunity Location** Inverness

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**Opportunity Start Date** 06/13/2019

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## Description of Career Opportunity

### Transportation Account Manager - Property & Casualty

We work with ambitious companies to help them de-risk their business, boost performance, and grow. We are seeking a high performing commercial account manager specialized in transportation. This position works directly with clients in the transportation industry, helping them manage risks unique to the world of trucking.

Greatness does not happen by chance - it happens through consistency and a drive to deliver exceptional results. As an Account Manager, you will be responsible for servicing complex accounts and providing exceptional customer services. The Account Manager will play a key role in annual renewals and new business as well as assisting our clients' day-to-day needs. You will provide prompt, accurate and courteous service to clients, Relationship Managers, service team members, business partners and insurance companies in the development and retention of accounts.

#### Duties and Responsibilities:

Works closely with the service team, Relationship Managers, and others on all aspects of client service, marketing, and renewals while following workflow procedures and best practices

Growing client loyalty by building positive relationships and providing high levels of advocacy, world-class service, and professional communication, and being recognized by clients as a trusted advisor

Leverages insurance knowledge and communication skills to explain and educate clients on policy coverage, changes, exclusions, insurance coverage needs, etc.

Proactively manages renewal process and new business

Analyzes risk, coverage, program structure, identifying any gaps, and recommends options

Collaborates with the service team and Relationship Manager on the marketing, negotiation, and placement of accounts

Analyze quotes from underwriters, evaluate and prepare comparison of options and policy proposals, and present proposals as needed

Work collaboratively with service team and others to order changes to current policies, issue certificates, endorsements and id cards, report losses, assist with billing questions/issues and other client services needs

Assists Relationship Manager and Account Executive with services commitments and deliverables

Become proficient with documentation of client files and updating client policies within the agency management system

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**Preferred Skills**

Qualified candidates will have:

3+ years of commercial insurance agency/brokerage experience as a CSR or Account Manager (transportation experience preferred)

An active Property and Casualty license a plus

Knowledgeable in Commercial Lines - P&C

High School Diploma required; advanced degree or equivalent career experience preferred

Exceptional customer service skills

Excellent multi-tasking, organizational, delegation and decision-making skills

Ability to perform large work volumes with high degrees of accuracy

Exceptional personal character, including a strong work ethic, positive attitude, and willingness to assist others

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**Please Specify How You Would Like Alumni to Apply**

Please contact Jennifer Romero at [jromero@hni.com](mailto:jromero@hni.com) or apply online at [www.hni.com](http://www.hni.com) under careers.

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