



Commercial Lines Customer Service Agent

Agency Overview: Ruhl Insurance has been serving the community as a family owned-operated independent insurance agency for over 75 years. Since the beginning our focus as an agency has been to provide unparalleled customer service to our clientele, emphasizing service over sales. We invite you to become an integral part of the service team at Ruhl Insurance.

Job Summary:

Ruhl Insurance is seeking a **full-time**, Property & Casualty licensed Commercial Lines Customer Service Agent/Account Manager. The individual will work in our growing Commercial Lines department to provide service to the agency's Commercial Lines clients. The position is primarily service oriented with limited sales; however, the ideal candidate will be comfortable speaking with current clients regarding upsell and cross sell needs.

Primary Responsibilities & Duties:

- Answer incoming client phone calls & greet guests
- Manage Commercial Lines Questionnaires for new and current customers
- Send property/liability recommendations and follow-ups to insureds
- Process Policy Renewal documentation received from carriers
- Process endorsements from mail, phone calls or emails as requested by insureds
- Submit claims on behalf of insureds
- Provide Evidence of Property Insurance as requested
- Provide and Manage Certificates of Liability Insurance for insureds

Essential Knowledge & Skills

- Excellent interpersonal communication skills (in-person, phone, email) with focus on developing relationships with customers and coworkers
- Strong ability to transition quickly between tasks
- Manage having several tasks open at one time with focus on organization and attention to detail
- Proficiency with basic office computer software, Microsoft 365 integration

Experience

- **Required**
 - High School Diploma or Equivalent
 - Current Pennsylvania Property & Casualty License OR Willingness to obtain license within first 90 days of employment
- **Preferred**
 - Minimum 1 year insurance industry experience

Job Type: Full-time, Non-Exempt

Pay: Starting at \$19.00 per hour based on experience

Schedule:

- 8-hour shift
- 8AM-5PM, Monday to Friday
- 1-hour unpaid lunch

Benefits:

- 401K (with company match)
- Health Insurance (Medical/Dental/Vision)
- Life Insurance
- Paid Time Off
- Paid Training

Benefit Conditions:

- Waiting period may apply

Supplemental Pay:

- Profit Sharing

Remote Work

- All agency staff are currently based out of our Manheim office, but we are actively working on technology updates that will allow for hybrid remote work conversations in the future.