



AMERICAN COLONIAL INSURANCE COMPANY

## JOB OPPORTUNITY

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**Applications are invited for the following position:**

**POSITION TITLE:** CUSTOMER SERVICE/UNDERWRITING REPRESENTATIVE  
**DEPARTMENT:** UNDERWRITING/OPERATIONS (FLORIDA OFFICE)  
**REPORTS TO:** UNDERWRITING/OPERATIONS MANAGER  
**POSITION STATUS:** NON EXEMPT  
**DATE:** FEBRUARY 2012

EGI Insurance Services (Florida), Inc. is a start-up Managing General Agency being formed in conjunction with the formation of Echelon General Insurance Company of America, a Florida domiciled private passenger automobile insurance company.

### **Position Purpose:**

Reporting to the Underwriting/Operations Manager, this position will be responsible for assisting agents and Insureds with phone inquiries in a friendly, professional manner. Inquiries include questions pertaining to Invoices, premiums due, reinstatements, endorsements, PTS assistance, underwriting guidelines and eligibility.

### **Activities:**

- Answer phones promptly
- Assist agents and insureds with phone inquiries
- Notes PTS file of all contact with agents and insureds
- Develop rapport with agents
- Process endorsements requests
- Process cancellation requests
- Reinstate in accordance with company guidelines
- Memo agents as needed and follow up
- Identify PTS errors and report to supervisor
- Assist the batch printing of notices and invoices
- Process assigned suspense items
- Follow up on suspense items
- Process endorsements as needed due to suspense items
- Process & route faxes
- Process EFT files for Accounting
- Process insured's checks for Accounting
- Process insured's phone payments
- Process return payments for Accounting
- Provide agent PTS training & assistance

- Participate in meetings as necessary
- Act as back up receptionist as needed
- Other tasks may be assigned

### **Working Relationships:**

**Internal:** Interacts with all levels of company personnel

**External:** Interacts with individual callers on the phone including agents, insureds and company Personnel

### **Supervision:**

This position does not supervise others.

### **Competencies:**

- Knowledge of Personal Lines Auto coverages
- Comprehension of underwriting guidelines and procedures
- Ability to communicate effectively with agents and insureds
- Excellent customer service skills
- Computer skills
- Knowledge of PTS  
Extensive knowledge of PTS billing system
- Completes assignments in a timely manner
- Ability to operate multi line phone system, scanner and other business machines

### **Qualifications:**

- At least two years of Personal Lines Auto insurance experience preferably in Non Standard Auto
- Customer Service experience
- High school diploma
- Excellent phone voice
- Excellent oral and written skills
- Works well in team environment
- Attention to detail
- High level of organizational skills
- Adaptable to change
- Ability to multi task and work under pressure

### **Special Demands or Working Conditions**

This position will require the ability to sit for approximately 2 hours at a time.

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If you would like to apply for this position, please contact our Human Resources Department at:

E-mail address: [careers@egi.ca](mailto:careers@egi.ca)

Facsimile number: (905) 214-7911

We thank all applicants for applying. We will contact the qualified candidates for an interview.