



Hotchkiss Insurance Agency, LLC Job Description

Job Title: Quality Assurance Technician

FLSA Status: Non-Exempt

SUMMARY

Provide excellent customer service by verifying accurate and complete information on policies and application, therefore guarding the agency against errors and/or omissions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Check incoming new and renewal policies for coverage, endorsement, schedule, date, and premium accuracy.
- Check endorsements and certificates of insurance for accuracy.
- Process certificates with various requirements with Account Manager assistance.
- Verify schedules (vehicle, driver and equipment) for complete and accurate information.
- Notify marketers and/or account managers of any discrepancies between Acord applications, proposals and/or policies issued.
- Review invoices and identify discrepancies.
- Efficiently and effectively work backlogs.
- Primary backup to Director of First Impressions; assist in answering phones and covering front desk when needed.

REQUIREMENTS:

EDUCATION/EXPERIENCE

Must have some college coursework completed, a degree preferred. Commercial insurance experience with knowledge of policies, endorsements, and rating worksheets a plus, but not required. Will be required to obtain an insurance license.

COMPUTER SKILLS

Possess a limited knowledge of Windows, Internet Explorer and Microsoft Office. Become familiar with the functionality of TAM and how to document activities and correspondences in the system and how to navigate through IIAT and Silverplume.

COMMUNICATION SKILLS

Must be deemed to effectively speak, read, write, and comprehend English. Able to exercise judgment of proper verbal and written communication skills for a professional environment.

MATHEMATICAL SKILLS

Must have basic math skills, including the ability to calculate premiums based on exposures and rates and able to apply payments and/or refunds to specific invoices and item numbers.