

## **Position Opening**

### **Senior Brokerage Services Specialist**

#### **Summary:**

An opportunity to join an AM Best A+ (Superior) and Ward's Top 50 company based in Madison, Wisconsin, with the opportunity to work remotely.

You will be part of a specialized team focusing on helping agents place insurance coverage when Rural Mutual is unable to provide coverage. There will be a high emphasis on maintaining strong relationships with agents and brokers while providing professional, attentive and proactive customer service..

#### **Duties & Responsibilities:**

- Obtaining accurate risk details from agents to secure suitable coverages at the best price possible.
- Ensuring coverage is appropriate.
- Assist agents with completion of applications.
- Work with the binding carrier to obtain an accurate quote in a timely manner.
- Provide payment options to agent.
- Present quote to agent to obtain sale.
- Be the intermediary between agent and broker regarding new business, mid-term adjustments and renewals.
- Aid in problem resolution.
- Ensure that all paper and digital files are accurately maintained.
- Adhere to RMIC and SSI company protocols.
- Other duties as assigned.

#### **Qualifications:**

The emphasis will be on assisting the agents with processing quotes and relationship building and not targeted on sales. Therefore, candidates must have strong knowledge of industry markets, customer service skills and account management experience. The ability to communicate clearly and effectively is key. Developing relationships outside Rural and inside Rural will be a vital tool for success in this role. Familiarity with client relationship software and MS excel are essential. Property and Casualty insurance license is required. Prior experience in the insurance industry is recommended. Must be willing and capable to work independently with minimal supervision and be able to handle fast paced environment.

#### **How to Apply:**

Email cover letter and resume to:

Mark Schuster, VP Organizational Development  
mschuster@ruralins.com  
(608) 828-5404

**Rural Mutual Insurance Company is an Equal Opportunity Employer**