



Description: Client Support Specialist – Real Estate Practice

Client Support Specialist Role Overview: This position is responsible for supporting all aspects of new & existing accounts for a commercial property and casualty insurance brokerage, with a specified focus on our rapidly growing Real Estate Practice.

Client Support Specialist Job Duties:

- Day-to-day servicing of accounts including routine coverage questions, endorsement processing, certificate issuance, policy checking and invoicing, as well as marketing renewal programs.
- Analysis of asset portfolios, insurance coverages, and risk management programs for current and future clients.
- Assists clients on routine, sensitive, and urgent topics to provide advisory services in an efficient time framework.
- Maintains client and policy information in the agency management system including policies and endorsements. Organizes workflow to ensure quick, efficient processing of correspondence, issuing certificates, and other activities related to a client's account
- Initiate renewal reviews and re-marketing as appropriate to provide the client with the optimal solution in the coverage of their assets and the retention of the client
- Proposal of insurance solutions to clients as a function of the marketing process.
- Acts as liaison between clients and insurance carriers to resolve service issues that require policy interpretation and experience-based judgment to resolve. May also negotiate with underwriters and carriers. Troubleshoots claims and billing issues

Skills/Qualifications:

- 2 years prior commercial lines experience with a P&C license preferred
- Must have excellent computer skills and the ability to learn agency automation system; AMS 360 knowledge preferred
- Knowledge of Microsoft Office products including Word, Excel, and Outlook.
- Strong communication skills and the ability to communicate effectively with prospective and existing clients, as well as other team members
- Ability to understand policy forms and coverage descriptions required
- Organizational skills required
- High attention to detail essential
- A high school diploma required; college degree preferred

Salary Range: Dependent on Experience

About Rhodes: Rhodes Risk Advisors is a property and casualty brokerage based in Atlanta, Georgia. We focus on delivering client centric services, implementing insurance programs custom tailored to fit our clients' needs, and reduce their total cost of risk. Our goal is to use the most innovative solutions to help reduce our clients' overall cost of risk management, improving their bottom-line revenue.