



Job Description

Position Title: Receptionist/Account Assistant
Reports To: Department Team Lead
Location: Idaho Falls Office

Classification: Non-exempt
Hours: Full Time (40 hours/week)

Position Summary

This is an entry-level position providing general office support with a variety of clerical activities and related tasks. The receptionist is responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, and requisition of supplies as well as additional clerical duties. The account assistant is to provide support and assistance to Account Managers and Producers. You will be required to obtain your Idaho Property and Casualty License within 90 days of hiring.

Essential Duties and Responsibilities (Receptionist):

- Answer telephones and direct the caller to the appropriate employee
- Greet and direct visitors to the company
- Receive, sort, scan and forward incoming mail
- Process all outgoing mail
- Assist in ordering, receiving, stocking and distributing office supplies
- May also assist in other related clerical duties such as photocopying and scanning
- Other duties may be assigned to meet business needs

Essential Duties and Responsibilities (Account Assistant):

Assist Account Manager and Producer with processing:

- Certificates of Insurance
- Evidence of Insurance
- Auto ID Cards
- Process endorsements
- Prepare policies
- Miscellaneous clerical duties as needed to maintain adequate service to our insureds, Account Managers and Producers
- Other duties may be assigned to meet business needs

Qualifications:

Education and Experience:

- High School diploma or equivalent required
- Knowledge of or experience in the insurance industry preferred

Required Job Skills:

- Excellent communication skills, including listening, speaking and writing
- Exceptional interpersonal skills: professional, personable and able to interact effectively with others and to respond appropriately in stressful situation and under deadlines.
- Must be a self-starter and work well with moderate supervision on assigned tasks as well as to accept direction on given assignments
- Ability to work well with others in a team environment
- Computer literacy for correspondence, data entry, e-mail, Internet, spreadsheets and accessing data from company systems.
- Dependability and promptness
- Good organizational and time-management skills
- Strong analytical and problem solving skills

Physical:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to communicate verbally and to listen for instructions and information. The employee is also required to sit for long periods of time often in front of a computer monitor and operate a computer keyboard. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, distance vision, color vision, depth perception, and ability to adjust focus.