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**COMMERCIAL LINES DEPARTMENT MANAGER**

**Key Responsibilities**

* + Control the planning, organizing, staffing and operating activities of the Commercial Lines Division while maintaining sales, service and quality standards.
  + Implement agency policy as established.
  + Ensure employee compliance with agency procedures.
  + Ensure high levels of client satisfaction and client service by maintaining and improving ongoing service delivery methods.
  + Offer continuing service and advise to Commercial clients.
  + Direct supervision of Commercial Lines support staff.
  + Provide and teach technical expertise to the Commercial Lines support staff.
  + Develop, mentor, train and monitor training of the Commercial Lines support staff.
  + Participate in the selection of new Commercial Lines support employees.
  + Monthly monitoring and review of subordinates’ performance and conduct their formal annual performance appraisals.
  + Direct development strategies to accomplish and support the Commercial Lines Department’s business plan objectives.
  + Carry out the Commercial Lines Department’s action plan.
  + Provide assistance to subordinates when necessary for response to technical issues and client matters.
  + Be familiar with and follow agency E & O guidelines.

**Qualifications Required**

* 5+ years’ experience in Commercial Lines Insurance; construction experience is preferred
* Exceptional customer service skills
* Ability to perform large work volumes with high degree of accuracy
* Strong technical knowledge of commercial insurance products
* Must be a self-starter, imaginative and creative with outstanding communication skills, both verbal and written.
* Strong attention to detail
* Ability to delegate to technical support staff
* Excellent time management and prioritization skills
* Ability to contribute to a collaborative environment by consistently demonstrating teamwork, high motivation, positive behavior and effort to achieve goals and objectives
* Ability to perform tasks with a sense of urgency and ability to work with and meet deadlines
* 3 references from prior employers/direct reports or insurance carrier representatives
* Active Florida 2-20 license (preferably an insurance designation (CIC, CISR) but not mandatory)
* Exceptional personal character, including a strong work ethic, positive attitude and willingness to assist teammates at all times

**Technology Skills:**

Sagitta or similar agency management software experience is preferred but BGS will train

Possess strong administrative and computing skills including Microsoft Office (Word, Excel, Outlook)

**Education and/or Experience:**

High school diploma and a minimum five years’ experience in similar position is desirable.