

Ag Lines - Producer

Job Description:

The Producer is responsible for prospecting, soliciting, quoting and selling new and renewal accounts. Individual goals and service responsibilities are determined annually in conjunction with management. The Producer will work in close partnership with an Account Executive to quote, service, build and retain client accounts. This position requires excellent written and oral communication skills, ability to network with company representatives, clients and vendors. Ideally this position is a self driven motivated individual who can eventually work with minimal guidance.

Job Requirements:

- Must be able to obtain an Insurance License and be appointed with companies
- Must be able to pass a background check
- Must have a valid drivers license
- Must be able to use a suite of Microsoft office products at a basic level.
- Must be able to troubleshoot problems and successfully find a resolution.
- Must be able to do basic math skills and simple calculations involving decimals and fractions.
- Physical efforts required including keyboarding, repetitive small motor activity, reaching, stopping, standing, and lifting light objects under 10 pounds frequently and occasionally larger packages up to 50 pounds.

Key Responsibilities:

- Be personable and work to build client relationships with existing clients and prospects.
- Maintain prospect and suspects lists.
- Demonstrate a high level of consistency between words and actions across all business situations. Accept ultimate responsibility for results.
- Request Referrals from existing client base and respond to referrals in a timely manner.
- Pre-qualify insurance prospects for suitability and quality of risk.
- Demonstrate a broad understanding of insurance coverages, their applicability, various exclusions, and basics of program design, premium rating methods and policy audits. Identify coverage gaps.
- Participate in community activities.
- Gather and prepares submission information for new quotes/policies and markets account information appropriately to companies.
- Ensure confidentiality of client information.
- Document actions and information in Agency Management System. Keep records of customer interactions, documents, comments, and details.
- Maintain a concern for timeliness and completeness when interacting with clients, fellow agency and company personnel.

Job Competencies

To perform the job successfully, an individual demonstrates the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in team problem solving situations; Uses reason even when dealing with emotional topics.

- **Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Implements action plan from training; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Addresses problems directly with the individual involved.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates actively in meetings.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost-saving measures.
- **Diversity** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** – Follows policies and procedures; Completes tasks correctly and on time; Supports organization's goals and values.
- **Judgment** – Displays willingness to make decisions in a timely manner; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.
- **Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organization** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
- **Attendance/Punctuality** – Consistently arrives to work on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** – Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.