

OFFICE MANAGER

JOB DESCRIPTION:

The office manager will be responsible for the general operation of the office(s) as well as client services duties. This position will interact with clients, vendors, team members, company representatives and will use the resources of the offices to coordinate the daily activities of the team. This is a small business and therefore this position will consist of a variety of duties from accounting, to human resources, to client services, to creating presentations and producing management level reports. This position reports to the Owner.

JOB REQUIREMENTS:

- Must be able to obtain an Insurance License and be appointed with companies
- Must be competent with Microsoft Office Products
- Possess excellent communication skills, both written and verbal.
- College Degree or equivalent with prior job experience
- 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.

OUR CORE VALUES

Exhibit Teamwork and Be Helpful

- Exhibits openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit and is a valuable member of team projects and activities. Puts success of team above own interest. Supports everyone's efforts to succeed and adds value when appropriate.

Be Happy and Friendly and Fun

- Shows up for work with a positive mental attitude and in good spirits. Exhibits proper interpersonal skills to keep emotions under control and remain open to others ideas. Treats co-workers and clients with respect and shows a friendly personality.

Be Accountable and Ethical in your actions.

- Show appropriate judgement and is accountable for own individual work, actions, and projects. The quality of work is accurate, and proper procedures and workflows are followed. All work is done in a manner that is the right thing for the company and the client without compromising values. Co-workers can count on you when needed.

Show a Positive Attitude and Be Motivated.

- Has a "do what it takes" mentality to stay on task and motivated to meet deadlines. Is motivated to improve and overcome obstacles. Is continually trying to improve not only personally but also professionally.

Be Service Minded and Deliver Value

- Shows proper planning and organization to prioritize activities and meet deadlines. Able to problem solve by analyzing the information and developing appropriate solutions. Able to use proper oral and written communications to present the information in a way that is client focused and understandable.

GENERAL DUTIES

- Demonstrate an understanding of insurance coverages and be able to educate clients about policy coverages and exclusions.
- Processes basic client services such as payments, auto ID cards, switching of vehicles, and cancellations.
- Ensures confidentiality of client information.
- Document actions and information in Agency Management System. Keep records of customer interactions, documents, comments, and details.
- Successfully transact policy transactions in agency system for proper client billing and reconciliations of commissions.
- Prepare Management Reports
- Provide quotes as needed to assist with new client sales.
- Have a basic understanding of IT and be able to problem solve IT Problems.
- Be a Critical Thinker and able to problem solve a variety of issues that may arise daily.
- Oversee all staff and their job duties and performance
- Be accountable for accounting functions of office
- Manage Bills and Payments

Thams Agency is an insurance office headquartered in Denison with offices in Avoca, IA and Des Moines, IA. We use the latest technology to provide cutting edge services to our clients. We are a growing company that isn't looking for employees, but awesome team members who are dedicated to having fun and taking care of people in the best most authentic way they know how. We're not just another insurance agency — we're trying to change the game, and we want folks who truly enjoy working with people and helping them, to take us to the next level.

What's more, we love to have fun!

We offer a flexible 35-40 hour work with week paid holidays, Paid Time Off, Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Short Term Disability, Long Term Disability and SIMPLE IRA contribution match.

Job Description updated 12/18/2019

