

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Employee Benefits Client Service Specialist Team Coordinator

### These are the *fundamental* components of the job:

- Provide daily direction, guidance, and support to team members and serve as a first point of contact for questions, escalations, and issue resolution
- Assist Manager in fostering a collaborative, accountable, and respectful team environment
- Support onboarding and training by demonstrating best practices and reinforcing procedures
- Ensure adherence to policies, procedures, and service standards
- Identify process/training gaps and recommend improvements to leadership
- Under the guidance of the Manager of CSS and Special Projects, prepare and grow through conducting quarterly and annual performance review and regular check-ins.
- Coordinate carrier marketing materials for client benefit guides and PowerPoint presentations
- Act as liaison to ReSource Pro
- Assist with reporting, metrics tracking, and special projects
- Manage a book of business, with a client retention goal of 95% or greater

### Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

### Skills / traits that we value for this role:

- Insurance experience in a related position for at least 3 years
- Bachelor's degree preferred
- Life, Accident & Health License
- Incredible attention to detail and organizational skills
- Ability to think strategically while assuming accountability and responsibility for accounts and service
- Ability to work well independently and on a team



*Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.*

- Positive attitude, even in a fast-paced environment
- Computer skills are a must
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills
- Precise verbal and written communication skills, even under time constraints

### **A bit about Lawley!**

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (70+ years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

### **Why Lawley?**

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1<sup>st</sup> day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$56,750 to \$101,279.75.

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