

Position Title:

**PERSONAL LINES
DEPARTMENT MANAGER**

Position Classification:

Reports to:

Vice President, Operations

Primary Functions:

To be responsible for all functions performed in the Personal Lines Department and to ensure that the department is providing prompt, accurate and courteous service to insured, sales representatives and insurance companies at the most economical cost.

Supporting Functions:

1. To be responsible for the selection of all new employees in the department.
2. To be responsible for the training of all new employees in the department.
3. To be responsible for the quality of work produced in the department.
4. To review all incoming work to the department.
5. To communicate all new systems, procedures and insurance company regulations to the department.
6. To ensure that all systems, procedures and insurance agency and company regulations are adhered to by the department.
7. To evaluate employee's performance on a semi-annual basis.
8. Formulate, recommend and monitor the financial goals of the department.
9. To ensure that department completes operational projects on time.
10. To ensure that department meets expiration date and sales goals.

11. To ensure that the department work load is completed during the week it is received.

PERSONAL LINES DEPARTMENT MANAGER (Continued)

12. To prepare, analyze and submit to management, work and service control reports that communicate work received and work processed.
13. To perform and meet timeframe for special projects upon management's request.
14. To attend 90% of all training programs and meetings sponsored by the agency.
15. To understand and successfully use agency automation.
16. Responsible for the implementation of all personal lines programs to include day-to-day relationship with personal line's insurance companies.
17. Responsible for working with other members of the management team and assisting in the overall management of the agency.
18. To formulate, recommend and monitor production program.
19. To have final underwriting authority regarding personal lines.
20. Perform the duties of a sales representative as needed.
21. To adhere to agency attendance policy.