



**HOTCHKISS**  
INSURANCE AGENCY, LLC

Experience, Choice and Service

## **Hotchkiss Insurance Agency, LLC**

### **Job Description**

**Job Title:** Director of C/L Service - Dallas

**FLSA Status:** Exempt

**Department:** Service

**Reports To:** VP of Service (temporarily to VP of Sales and VP of Agency Services)

#### **SUMMARY**

The purpose of this position is to provide to the commercial department frontline continuity and quality of service, procedures, and workflows that helps each individual and the agency reach stated performance objectives, standards and goals. To translate the message of management into terms and actions that the frontline staff will understand, identify with, and emulate. And to translate the perspective of frontline staff into terms and actions that management will understand and be able to use to more effectively shape its actions and messages.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Provide ongoing mentoring of commercial staff as opportunities arise and on ongoing developmental issues.
- Mentoring shall include customer service training, workflow training, conflict resolution, problem identification and problem solving
- Measure staff performance on a regular frequency. Implement and use standardized measurables and reporting from TAM (e.g. activity reports) to ensure the best performance of each teammate.
- Responsible for managing the Dallas homebuilder department and the centralized processing of builder reports for the entire agency.
- Adapt approach and management style to each individual's personality/needs
- Serve as a member of the internal audit committee to insure quality control of system utilization, workflows, and E&O prevention
- Update, maintain, and improve workflows as needed.
- Serve as member of the various commercial lines teams by attending all commercial meetings in Dallas
- Be an example of positive teamwork, and work to increase the teaming effectiveness of each individual and team

- Conduct and/or coordinate annual Performance Reviews for each of the service staff
- Assist teams as directed by management in the event of absence, backlog or vacancy
- Work on projects as directed by management
- Update TAM defaults including activities, letters, and proposals, as approved by management
- Be a resource and provide guidance to service and support staff for a broad spectrum of issues
- Represent management's perspective in the decision making process of the teams and team members
- Work to bring greater frontline understanding of how their efforts fit into the big picture of HIA success
- Use survey results and customer feedback as an opportunity to teach how and why to work the Hotchkiss Way
- Coordinate communication between service teams within all offices to ensure uniform procedures (Single Enterprise)
- Work with Top Team to achieve agency goals and objectives

### **SUPERVISORY RESPONSIBILITIES**

Direct reports includes all commercial lines non-marketing and sales personnel, including the homebuilder department. Conduct and/or coordinate interim and annual performance reviews for all commercial and service personnel. Provide ongoing mentoring of staff as opportunities arise and on ongoing developmental issues as directed, mentoring shall include customer service training, workflow training, conflict resolution, problem identification and problem solving.

### **EDUCATION/EXPERIENCE**

Requires a four year college degree, a minimum of 5 years agency experience and a minimum of two years in some supervisory or management role of personnel. Must be able to work independently, build successful reporting relationships and complete duties and projects in a timely fashion. Insurance industry designation(s) or successful progress preferred.

### **MATHEMATICAL SKILLS**

Must possess basic math skills. Ability to perform these basic operations using units of American money and weight measurement, and volume.

Ability to calculate premiums based on exposures and rates. Ability to apply payments and/or refunds to specific invoices and item numbers.

### **INDUSTRY REQUIREMENTS**

Requires a Texas General Lines-Property and Casualty Agent License and a working knowledge of carriers and coverage.