



## LANDMARK STAFFING

**Position: Insurance Assistant**

**Location: Grand Junction, CO**

**Type: Part-time/Full-time 35 hours per week**

**Open Enrollment period is from Oct. 15th - Dec. 7th Overtime required as needed**

**Wage: \$16.00/hour**

We are currently seeking a detail-oriented and organized Insurance Assistant to join our team. As an Insurance Assistant, you will be responsible for providing administrative support to our office, assisting insurance agents, and delivering exceptional customer service to clients. This role requires excellent communication skills, strong organizational abilities, and a customer-centric approach. The ideal candidate will thrive in a fast-paced environment and be able to handle multiple tasks simultaneously while maintaining a high level of professionalism.

### **Job Responsibilities:**

- Greet and welcome clients and visitors, ensuring a friendly and professional demeanor at all times.
- Insurance Assistant is responsible for client contact and assistance via phone calls, emails, etc.
- Schedule appointments and maintain calendars for insurance agents, ensuring efficient use of their time.
- Answer and direct incoming calls, providing information, taking messages, and transferring calls to the appropriate staff members.
- Assist insurance agents with administrative tasks, such as data entry, document preparation, and file management.
- Process insurance applications, endorsements, and policy renewals, verifying accuracy and completeness of information.
- Maintain client records and databases, ensuring confidentiality and accuracy of information.
- Handle basic inquiries from clients regarding insurance policies, coverage, claims, and billing inquiries.
- Assist clients with basic policy changes, such as address updates, beneficiary changes, and coverage adjustments.
- Coordinate with insurance carriers to request quotes, policy information, and resolve administrative issues.
- Support the claims process by collecting necessary documentation, submitting claims, and following up on claim status when required.
- Assist with office supply management, including inventory monitoring, ordering, and restocking.
- Maintain a clean and organized reception area, ensuring it reflects a professional image of the company,



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- Stay up to date with industry regulations, insurance products, and company policies to provide accurate information to clients.
- Collaborate with team members to ensure smooth office operations and excellent customer service.

### **Job Requirements:**

- High school diploma or equivalent; additional education or certification in insurance or related fields is a plus.
- Proven experience in administrative role or similar
- Excellent verbal and written communication skills, with a professional and friendly phone manner.
- Strong organization and time management abilities, with the capacity to prioritize tasks effectively.
- Proficient computer skills, including experience with Microsoft Office Suite (Word, Excel, Outlook) and basic data entry.
- Attention to detail and accuracy in managing documents and client information.
- Ability to handle confidential and sensitive information with professionalism and discretion.
- Strong customer service orientation, with the ability to interact effectively with clients and provide solutions to their inquiries.
- Team player mindset, with the ability to collaborate with colleagues and contribute to a positive work environment.
- Knowledge of insurance terminology, policies, and procedures is a plus but not required.