PERSONAL LINES ACCOUNT MANAGER

We protect Relationships. Every promise we make – and we mean every single one – is made on the belief that understanding is essential, trust is earned, and execution is everything. But above all else, Relationships Matter.

Byars|Wright is "Where Relationships Matter". We protect relationships - and that starts with our own. We are a family. We believe everyone needs a place to belong and someone to believe in them. While engaging employees and promoting a positive company culture, we also define a path that fuels the future and leads to success for each team member both professionally and personally. We challenge each other and are fierce competitors. In the end, **we WIN together.**

Our agency purpose is "**Build People, Protect Relationships**." Living out that purpose includes identifying new team members. Our Relationship Development Center (RDC) relentlessly and proactively pursues our agency's future talent, looking for those that will fit our culture and join the journey that is Byars|Wright. The RDC also leads the charge in training and positioning our employees to be successful.

At Byars|Wright you will gain a firm foundation of insurance and customer service knowledge by working closely with producers, mentors, and taking advantage of educational opportunities encouraged by our agency. Our leadership team takes an active role in your career growth by investing in your development with ongoing learning, coaching, and mentoring.

The Personal Lines Account Manager will align our services to the needs of our customers. This role is responsible for retaining current customers while being a true partner to the sales team to continually enable additional opportunities. These responsibilities include, but are not limited to, the following:

- Generate new business – including but not limited to pre-qualifying, underwriting, marketing, quoting, application completion and binding coverage.
- Manage customer retention according to agency protocols
- Inform and educate customers about coverages, exclusions, and exposures; then assist customers in making appropriate coverage changes
- Actively refer clients to both the Life & Employee Benefits and Commercial Lines Departments for solicitation
- Manage policy changes
- Update the agency management system with pertinent information
- Handle all phone calls and walk in activity by clients, carriers, or others
- Use every contact as an opportunity to round the account and review coverages the insured needs; communicate those needs successfully
- Strive to make every endeavor effortless for our customers
- Combine positive thinking and positive actions with determination for continued success

The employee status for this position is classified as **Non-Exempt

So - if you're a dynamic thinker, detailed worker, and positive person with fervor for driving a top-notch customer experience and building exceptional, long lasting customer relationships, you may be a fit.