



## Job Description: Agency Operations Assistant

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**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.**

Our agency motto is “Where Relationships Matter”. We strive to live this motto both internally and externally, as it starts with engaging employees and a positive company culture. We’re building relationships – and people. The same passion that pours into our customers, applies to our employees, products, and practices.

At Byars|Wright you will gain a firm foundation of insurance, operations, and customer service knowledge by working closely with leaders and service teams, 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.

We are looking for team members who align with our vision, mission, and values. If you’re a dynamic thinker, detailed worker, and positive person with a knack for all things technology, you may be a fit.

This role will complement the Director of Operations and carry-out the strategies developed to ensure the advancement of the agency.

Responsibilities include the following:

- Assist with technology related requests
- Execute reports from agency management system
- Utilize Excel and similar programs to organize and distribute data
- Research possible products or services that could streamline and improve our current situations
- Assist in creating a client-centered operation, focusing on customer retention and service standards
- Assist in determining the agency’s business goals, service standards, and business practices
- Effectively communicate with employees to ensure entire agency is in alignment with operations’ goals
- Assist in solving departmental problems
- Gain thorough knowledge of vendors’ and user groups’ websites
- Assist account managers with efficiency tasks
- Work to ensure the growth of the organization and advancement of our agency goals
- Combine positive thinking and positive actions with determination for continued success

\*\*The employee status for this position is classified as **Exempt**