



## ACC Specialist I

### Job Summary

The Agent Contracting and Commissions Specialist I proficiently administers assigned elements of the agent contracting relationship to ensure compliance and a strong customer service experience for our distribution partners. The ACC Specialist I works under the supervision of the ACC Manager or with assistance from the Senior ACC Specialist.

### Primary Responsibilities

- Develop familiarity for minimally complex regulatory requirements of assigned states to ensure appropriate onboarding
- Review submitted agent onboarding documents to confirm accuracy and completeness
- Process agent applications in accordance with department standards
- Respond to agent inquiries and initiate agent correspondence regarding general administrative items and associated daily tasks
- Process state billings, renewals and agent of record arrangements for select states
- Assist with compliance monitoring by reviewing and copying licenses, reconciling Company records with state insurance departments, processing necessary agent terminations and providing appropriate release letters for select states
- Manage agent transitions due to death including, but not limited to, performing necessary system updates
- Update internal systems as necessary including, but not limited to, agent appointments, renewals, or terminations as assigned
- Manage E&O applications and issue coverage within department standards
- Provide necessary information for ACC team members to process commission payments
- Provide general administrative assistance to the department, as backup or in lieu of an ACC Technician, to ensure timely processing of daily agent correspondence, agent appointments and/or contracting paperwork
- Conduct other duties as assigned

### Qualifications

- Bachelors Degree\* required
- Strong initiative to complete tasks and provide proactive, critical thinking
- Ability to effectively prioritize and monitor work to achieve timely results
- Ability to maintain confidentiality and adhere to privacy standards
- Ability to learn systems processes and procedures quickly
- Flexible and adaptable to changes
- Highly motivated, organized and attentive to details



**Qualifications cont.**

- Comfortable in fast-paced environment
- Ability to work successfully in a team environment
- Ability to work under pressure and remain focused
- Good problem solving skills
- Ability to communicate, both verbally and in writing, clearly
- Proficient computer skills including MS Word, MS Excel, MS Outlook PowerPoint and the Internet

*\*College or university must be sufficiently accredited and listed in the U.S. Department of Education Accreditation Directory.*

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