



Manager, Policy Service

Job Summary

The Manager, Policy Service is responsible for guidance and direction of the supervisors, coordinators and representatives on day-to-day activities, cultivating a culture of superior service at all times. This includes overseeing the processing of transactions and direct contact with our customers while maintaining a professional and efficient workflow. The Manager is also responsible for department personnel performance. This position reports to the Assistant Vice President of Policy Service.

Responsibilities

- Take a proactive lead role in the daily workflow of the teams
- Provide strong leadership and set a professional example for direct reports
- Understand and be able to effectively interpret and discuss policy language for all Illinois Mutual insurance policies and contracts
- Proactively look for continued ways to improve efficiencies within the department
- Maintain excellent working knowledge of all transactions
- Escalate problems with agents and policyowners and offer recommendations, when appropriate
- Reassign and delegate job functions as needed
- Prepare for and facilitate appropriately for team meetings
- Manage, or assist in managing the performance, achievements and attendance of department personnel
- Assist Assistant Vice President in the management of department personnel to include creating and maintaining employees' job descriptions; recruiting and interviewing applicants; training and mentoring team; enforcing company policies; conducting employee performance and salary reviews; retaining, disciplining and terminating, in conjunction with HR, as necessary
- Discuss and answer daily questions for department supervisors, coordinators and service representatives
- Handle more complex changes and correspond with policyowners and field personnel explaining company rules and practices affecting the policy change
- Conduct and assist in the continual development of appropriate formal work audits, including call coaching, tracking and reporting transactions and reviewing employee progress with supervisors
- Support supervisors in monitoring overall department work flow queues
- Work with Assistant Vice President to proactively implement process or procedural improvements to create work flow efficiencies
- Participate in cross-department research or discussions, as requested, to include interactions with Legal and Compliance
- May communicate directly with policyowners, agents, state insurance departments and other internal and external areas
- Communicate and promote positive attitude and teamwork
- Conduct or assist in facilitating department meetings as necessary
- Actively serve on Company committees as assigned



Qualifications

- Bachelors Degree*
- Insurance experience required
- Prior management experience preferred
- Professional insurance designations a plus.
- Effectively use MS Word, MS Excel, MS Outlook, PowerPoint and the Internet.
- Ability to learn quickly, adapt to change and think independently.
- Strong initiative and decision making skills.
- Exceptional verbal and written communication skills.
- Ability to manage duties and tasks in an efficient, effective, and timely manner.
- Be aware of and respect privacy issues as they relate to customers and staff.
- Maintain a professional appearance and provide a positive company image to staff, policyowners and agents.
- Ability to multi-task in a fast-paced environment while under pressure to perform.
- Excellent customer service and interpersonal skills.
- Demonstrate reliability, accountability, integrity and professionalism.
- Self-motivated
- Ability to quickly learn systems, processes and procedures.
- Quickly assimilate technical information and build solutions.
- Work successfully in a team environment.

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

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