



JOB DESCRIPTION: FRONT DESK ADMIN / RECEPTIONIST

Position: Administrative Assistant

Department: Administration

Objective:

Under the direction of Operations Manager, this individual will serve as administrative assistant to the Administrative, Personal and Commercial Insurance Departments. Must be extremely organized, self-sufficient and able to multi-task on a daily basis as they work between departments.

Duties:

1. Answer, screen, and direct incoming calls in pleasant voice and manner.
2. Greet and direct public in a pleasant and friendly manner.
3. Accept payments from customers at the front counter, forward payments to the PL manager for Personal; for CL to Alison. Payment drawer must be locked when not sitting at desk.
4. Become proficient in our agency management system, AMS360
 1. Daily update of transactions on policy downloads.
 2. Daily download cancellation Report.
 3. Run daily Commercial Lines Download Report and distribute.
 4. Run monthly Commercial Lines expiration reports and distribute.
 5. Daily Renewal premium comparison report prepared and delivered to the Personal Insurance Manager.
5. Must be skilled in Microsoft products including Microsoft Excel, Word, Outlook, and Publisher.
6. Distribute incoming faxes via outlook.
7. Assign walk-in customers to Insurance Advisors in rotation.

8. Open, date stamp, and distribute mail to appropriate department in a timely manner.
9. Prepare all overnight mail envelopes when needed.
10. Prepare and mail new business bags for Personal Insurance Department.
11. Put together Commercial Insurance renewal binders and mail (or give to appropriate producer to distribute).
12. Print documents for Commercial Account Managers as needed and mail.
13. Maintain inventory of office supplies and advise Operations Manager when supplies need to be ordered of main office and 2 branch offices. Keep the supply closet organized and clean.
14. Maintain break room organization, set up for client meetings, provide coffee when needed, etc. Order weekly snacks and drinks for staff to be kept in break room.
15. Attend to welcome sign to welcome guests to agency.
16. Maintain outlook calendar for utilization of conference & sales office.
17. Perform other duties such as special projects and mailings as required or assigned by Management.
18. Prepare claims emails and postcards. Document claim notices in AMS360, cc Agency Producer if noted.
19. Notify building manager of issues with physical plant;
20. Order repair of office equipment as needed.
21. Assist the Marketing Manager with tasks as needed, included but not limited to assisting with mailings and social media.
22. Participate in monthly Social Media Taskforce meetings.
23. Insurance license is not required for this position, however if an individual would like to achieve their P&C Insurance License, Arbor would encourage and support this endeavor.