



Located in Marquette, Michigan, **VAST** is an insurance and risk management firm that was originally founded in 1885 as Sidney B. Adams Real Estate, Insurance and Loans. The business has evolved over the past 130 years into the successful organization you trust today. VAST is a leader in business, personal, and benefits insurance needs. VAST partners with its clients to provide protection and security through strategic thinking and risk management solutions. Our team attracts the top talent in the marketplace due to its “Blue Culture” approach. The business has evolved over the past 130 years into the successful organization that is trusted today. VAST is proud to support the communities in which it works. VAST’s mission is to support those communities that support it. **Learn more at vastsolution.com**

VAST seeks a **Personal Insurance Account Administrator** to join their team in **Marquette, MI**. The Personal Insurance Account Administrator is responsible for providing prompt, accurate and courteous support services to clients, co-workers, and company partners.

RESPONSIBILITIES

- Assists clients with policy inquiries and policy changes
- Assists clients with billing inquiries and billing transactions
- Processes car changes from clients and dealerships
- Processes lienholder, lessor, and mortgagee requests
- Works with carrier personnel and clients with reinstatement requests and notifies the Personal Risk Manager and/or Account Manager if the request is not approved
- Works with carrier personnel and clients with underwriting requests
- Provides verification of insurance and auto ID cards when requested
- Determines reasons for requests for cancellations; acts to save accounts when necessary and notifies Personal Risk Manager and/or Account Manager according to agency standards
- Processes and follows-up on cancellation requests to carriers to ensure accurate and timely resolution
- Backup to Administrative Assistants.
- Other duties as assigned.

COMPENSATION VAST puts great value in the Personal Insurance Account Administrator position by offering a highly competitive wage in exchange for knowledge and experience, as well as an excellent benefits package.

SCHEDULE This is a hybrid remote position. It is full time, scheduled 8:00 am – 5:00 pm, Monday – Friday.



WHAT YOU NEED TO SUCCEED

- Associate degree or the recognized equivalent in education and experience **required.**
- Bachelor's degree with one to three years of insurance-related experience **preferred.**
- Minimum 3 years experience in customer service or insurance-related field **required.**
- Ability to lift, pull, push, and/or carry weight up to 20 pounds **required.**
- Ability to sit, stand, walk, crouch, crawl, bend, stoop, and climb for extended periods **required.**
- Knowledge of the different types of insurance policies available is **preferred.**
- Must obtain Michigan Property and Casualty license within 30 to 90 days of employment.
- Experience with Microsoft Office and Agency Management Systems and Acrisure Resources.
- Ability to take initiative, self-direct, and organize/arrange priorities.

NOTE: This job description is intended to describe the level of work required of the person performing the work. The principal duties outlined are the essential responsibilities and duties. Other duties may be assigned as needed.

Please submit your cover letter and resume to careers@vastsolution.com.