



**OVERVIEW:**

Arrowhead Automotive Aftermarket is looking for an energetic, high performing leader to join our team. As a Commercial Lines Service Manager, you will direct and monitor service related activities of the Commercial Lines Customer Service Department in accordance with established policies, procedures, and objectives.

Arrowhead Aftermarket, operating as a division of the Brown & Brown Insurance Company, is a narrowly focused market leader in providing insurance products and services to automotive aftermarket business owners and their employees. Our specialized approach offers exclusive access to business insurance programs via our program administrator Arrowhead General Insurance Agency, Inc.

If you want to be part of a solid organization that is energetic and growing, contact us today.

**WHY ARROWHEAD FORESTRY:**

We offer a benefits and compensation package that meets today's most important needs and includes:

- A challenging and stimulating career that provides growth and development.
- Group medical, dental, vision, HSA, life, and disability benefits.
- Paid time off and a 401(k) retirement plan as well as an Employee Stock Purchase Plan that allows our employees to purchase Brown & Brown stock at a discounted rate.

**JOB DUTIES:**

- Supervises the workload of the Commercial Lines Customer Service Representatives and ensures the work is completed on a timely basis.
- Coordinates and arranges training for the Commercial Lines Customer Service Representatives when needed.
- Regularly evaluates the Commercial Lines Customer Service Representatives including conducting annual performance reviews.
- Evaluates and ensures successful completion of all renewal evidence and invoicing responsibilities through the regular creation of reports.
- Maintains on-going participation and contact with agent organizations, groups, and industry associations.
- Performs special projects as requested by the Commercial Lines Manager.
- Substitutes in the absences of Commercial Lines Customer Service Representatives as needed.
- Other duties as assigned.

**REQUIREMENTS:**

- Bachelor's degree and three to five years related experience in the insurance industry and/or an equivalent combination of education and experience.
- Three to five years experience in customer service required.
- Three to five years experience in a supervisory role required.
- High level of organizational ability and attention to detail.
- Able to manage multiple priorities and complete tasks and assignments in the required timeframes.
- Excellent customer service skills.
- Excellent written and oral communication skills.
- Possess a high level of motivation to achieve necessary involvement within a team.
- Insurance agency experience preferred including experience with an agency management system.
- Property & Casualty License preferred (is required within 90 days of hire).

For more information about Arrowhead's Automotive Aftermarket Division, please visit our website at [www.arrowheadgrp.com](http://www.arrowheadgrp.com).

We are an Equal Opportunity Employer. We take pride in the diversity of our team and seek diversity in our applicants.