

## **Front Desk Coordinator – Silver Lake, Pittsfield MountainOne Insurance Agency**

### **Position Description:**

MountainOne Insurance currently has a full-time Front Desk Coordinator position available in our Silver Lake, Pittsfield branch. We are seeking a friendly and proactive customer service professional to provide exceptional service in accordance with MountainOne’s customer service standards. The Front Desk Coordinator will provide a friendly and helpful “first impression” for clients entering the MountainOne office. Must be outgoing and team oriented. Maintain accurate and timely processing of insurance information in computer database. Assist Account Managers and Account Executives with day to day tasks to ensure timely and accurate servicing of accounts.

### **Key Accountabilities and Responsibilities:**

- Answer all incoming calls and directing to appropriate Account Manager or department.
- Take payments from clients and process according to Company procedures.
- Mail or post payments to company web-sites as needed.
- Greet all customers and vendors who visit the office and notify the appropriate parties of their arrivals.
- Be responsible for gathering items to be picked up by courier (scanning, interoffice items, daily deposits, etc.).
- Open and distribute mail.
- Sort, close and put postage on outgoing mail.
- Stamp RTA’s (new and renewal) and enter appropriate activities into agency management system.
- Assist Account Managers as needed.
- Backup to processing and verification process.
- Projects for clean-up or update of computer system as needed.
- Keep Pittsfield office supplies and equipment stocked as needed.
- Make faxes/scans for Account Managers and Account Executives as needed.
- Floater between all offices as needed (vacations/sick days, etc.).
- Any other duties which are required by management.

## Qualifications:

- High School Diploma.
- Ability to learn insurance work methods and procedures.
- Ability to verbally effectively present information to clients, company and agency staff.
- Ability to be self-motivated, provide problem-solving capabilities and prioritize multiple tasks.
- Commitment to the company's culture and established service standards.
- Ability to deal with and show discretion in confidential matters.
- 25% availability to travel outside of 25-mile radius and report to any office.
- Ability to sit, drive, bend, answer the phone, and perform computer input

## To Apply:

Please email your resume and letter of interest to: [careers@mountainone.com](mailto:careers@mountainone.com). MountainOne is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, disability, or veteran status. (Compliant with VEVRAA and Section 503 rules)

MountainOne Bank is Member FDIC. Member DIF.  Equal Housing Lender.

**Insurance and Investments are not insured by the FDIC and are not deposits or other obligations of, or guaranteed by, any depository institution. Funds are subject to investment risks, including possible loss of principal investment.**

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