

# Hylant Group

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**Contact Person:** Lisa Myers, *Client Service Manager*  
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**Address:** 303 W. Madison Street, Suite 700  
Chicago, IL 60606  
**Phone:** 801-304-5518  
**Company Website:** <http://www.hylant.com/>

**Position Title:** Client Service Assistant

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**Opportunity Location:** Chicago – Downtown (Loop)  
**Opportunity Start Date:** 09/05/2011

**Required Skills:**

- ◆Ability and willingness to train others
- ◆Ability to work well with others in solution of mutual problems; respects the opinions, abilities, and contributions of others; cooperative and open minded in working with others.
- ◆Effective communication skills, including listening, speaking and writing
- ◆Flexibility and creativity for developing innovative and customized business solutions
- ◆Effective relationship development and interpersonal skills
- ◆Intermediate to advanced working knowledge of TAM preferred
- ◆Advanced knowledge of Word, Excel, Outlook, Internet, Intranet and faxing with the ability to create and edit spreadsheets, presentations and correspondence, perform data entry and access data
- ◆Demonstrates analytical and problem solving skills

We are currently seeking employees in-house (at our Sandy, UT facility) and for claims adjusters that can work remotely from their physical location.

**Primary Position Duties/Responsibilities (Essential Functions):**

Process tasks, in compliance with Hylant Group procedures, including but not limited to:

- Advising the Client Service Manager and/or Account Executive on Client issues as appropriate and providing backup to other teams as required
- Understanding of Written Service Timelines with the ability to apply
- Certificates of Insurance including interpretation of contract insurance requirements
- Insurance Binders
- Automobile ID Cards including state specific requirements
- Policy Book Set-up
- Policy Processing
- Ordering, reviewing & summarizing loss runs
- Endorsement processing
- Intermediate knowledge of transactions and related items such as Account Views, installment billings, Accounting Notes, accounting functions and billing types
- Ability to resolve Client billing issues and solve accounting differences
- Premium finance processing
- Assist Client Service Team as directed
- Ability to review and plan for expirations and new business
- Develop renewal questionnaires, submissions, market summaries and proposals for new and/or renewal business
- Assist Client Service Team with marketing efforts for new business opportunities and current book of business including reviewing, analyzing and summarizing quotes, coverage forms and proposal preparation
- Audit procedure

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\*If you are interested in this position, please email [Lisa.Myers@hylant.com](mailto:Lisa.Myers@hylant.com) for more information