

Lockton Companies – Chicago

www.lockton.com

TITLE: Technical Services Assistant
Commercial Insurance

REPORTS TO: Unit Manager

FLSA: Non-Exempt

ABOUT LOCKTON COMPANIES, LLC

Based in Kansas City, Lockton Companies is the world's largest privately owned global insurance brokerage. Lockton provides more than 15,000 clients around the world with insurance, benefits, surety and risk management services. Lockton's mission is to be the worldwide value and service leader in the insurance and risk management industry, our commitment is "to provide the most uncommon results in a most common business".

Lockton is known throughout the insurance industry as an entrepreneurial, progressive and successful insurance broker. As a result of continued individual and group accomplishments, Lockton has a record of steady and substantial growth. If you are a committed professional with a passion for delivering unparalleled service, Lockton is interested in hearing from you.

Lockton Companies, LLC is an equal opportunity employer. As a privately held company, we offer a competitive compensation and benefits package reflecting our commitment to attracting and retaining great individuals. This includes health and dental coverage, which begins on your first day of work, 401(k) with match and immediate vesting, a competitive vacation plan and unrivaled career advancement opportunities. Our Chicago location is in close proximity of Union Station. In addition, the office is near the Blue, Brown and Purple lines and several bus routes.

JOB SUMMARY: To provide the commercial insurance unit technical support in the new and renewal process, and assist the unit in other technical and clerical duties as assigned.

ESSENTIAL DUTIES:

- Assist in the renewal process by:
 - -Processing renewal certificates as directed.
 - -Obtaining driver information and
 - -Preparing auto ID cards.
- File certificates of insurance in filing cabinets and folders.
- Coordinate the preparation and distribution of auto identification cards.
- Operate alphanumeric keyboard to enter data into system, and verifies by sight that keyed data is accurate, complete and conforms to established procedures.
- Perform other clerical duties in accordance with specific and detailed instructions.
- Provide relief at Switchboard as scheduled.

- Make positive contribution to customer satisfaction and constantly strive to improve service to the customer.
- Communicate in a positive manner to contribute to a cohesive, pleasant work environment.
- Protect the confidentiality of information learned by performing the duties of the position.

**OTHER
RESPONSIBILITIES:**

- Prepare written correspondence and make telephone calls to underwriter or clients as requested by unit associates.
- Assist unit associates in resolution of account criticisms.
- May provide further assistance to unit during vacations or leaves of absence.
- May handle special projects for unit associates, as assigned from supervisor.

**EDUCATION, EXPERIENCE
AND SKILLS REQUIRED:**

- Typing speed of 50 wpm with minimal errors.
- Working knowledge of Microsoft products (Word, Excel, Outlook) or similar software applications.
- General understanding of commercial property/casualty coverages.
- Ability to use office equipment such as computer terminal and keyboard, calculator, copier and facsimile machine.
- Ability to speak into and adequately hear voices from telephone equipment.
- Organizational and time management skills to prioritize heavy workloads to meet time sensitive deadlines.
- Willingness to expand knowledge and effectiveness in insurance industry by successful completion of extended insurance education beyond continuing education requirements for licensing.
- Firm, fluent grasp of English language with above average verbal, written, and interpersonal skills to interact with associates at all levels of responsibility.
- Legal right to work in the United States.

If you have an interest, please email your resume to glenda.peters@lockton.com