

PERSONAL LINES CUSTOMER RELATIONSHIP EXECUTIVE

We are seeking a talented, team-oriented Personal Lines Customer Relationship Executive to join our growing FUA Agency HUB. This individual will play a key role in advising clients on personal insurance products while also supporting the agency's overall success, including collaboration with our independent agents and contributing to process improvements.

This is a great opportunity for someone with a strong work ethic, a proactive mindset, and a passion for both client service and operational excellence.

Responsibilities:

Advise and educate clients on personal insurance coverage options, including home, auto, renters, and umbrella policies.

Manage and service a personal lines book of business, including renewals, endorsements, and billing inquiries.

Provide support to agents within the agency by assisting with quoting, policy servicing, and product knowledge.

Identify and suggest improvements to agency workflows, tools, and processes to enhance operational efficiency and client experience.

Assist with onboarding new agents and help streamline procedures and best practices.

Quote and bind new business and remarket renewals when appropriate.

Maintain accurate and timely documentation in the agency management system.

Stay current with insurance products, carrier guidelines, and industry regulations.

What We Are Looking For:

A strong team player with a collaborative spirit and commitment to agency-wide success.

A self-starter with a strong work ethic, high attention to detail, and the ability to manage multiple priorities.

A problem-solver who is eager to improve systems and contribute new ideas.

Excellent communication and interpersonal skills for both client and team interactions.

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Qualifications:

High school diploma or equivalent required; college degree preferred.

Valid Property & Casualty Insurance License (or willingness to obtain).

Minimum 2 years of experience in personal lines insurance.

Familiarity with agency management systems (e.g., Applied Epic, AMS360) is a plus.

Experience working with or supporting independent agents is preferred but not required.

Proficiency in Microsoft Office Suite and comfort with digital tools.

What We Offer:

Competitive compensation

Health, dental, and vision insurance

401(k) with employer match

Paid time off and holidays

Supportive, collaborative work environment

Opportunities for growth, training, and leadership in shaping agency operations

Apply by reaching out to Farmers Union Agency today!

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