Job Title: Member Services Representative Reports To: Director of Member Services

 Department: Member Services FLSA Classification: Exempt

Location: Middle Tennessee

About Us

Public Entity Partners was created to provide insurance coverage for local governments within Tennessee. With Staff experience in local government, as well as the commercial insurance industry, we pride ourselves in providing exceptional service to our members. Our staff includes past city managers, city recorders, and human resources professionals, as well as insurance professionals with decades of experience. We can relate to governmental entities because we collaborate with them daily, and we understand the unique challenges they face. We strive to be a valuable resource.

Job Summary

The Member Services Representative's primary role is to build and preserve positive and trusting member and agent relationships in the assigned region. Meet with members/agents on a regular basis and serve as the first point of contact in meeting members' needs and resolving concerns. Advise and educate Pool members about risk and insurance services and products. Advocate for member needs

within Public Entity Partners.

Job Responsibilities

* Visit members throughout an assigned region, building relationships with them and providing best-in-class service, while also assisting them with specific tasks/questions.
	+ Review members' policies and pricing to determine trends in premium.
	+ Communicate coverage and pricing changes in a concise and friendly manner.
	+ Assist in completing renewal applications.
	+ Answer questions and educate them in a proactive manner.
	+ Demonstrate PoolShare and Online Claims filing.
	+ Advocate for Public Entity Partner’s resources, such as Online Courses, training DVD's, grants provided by Public Entity Partners, etc.
* Interact and meet with local agents, building relationships and credibility while promoting Public Entity Partners services.
* Facilitate and participate in Roundtable and Membership Workshops in assigned region.
* Serveas an ambassador for Public Entity Partners at various professional/association conferences.
* Participate in special projects as directed by leadership.
* Research methods to better serve Public Entity Partner’s membership, staying informed of pooling and risk management issues and best practices.
* Seek guidance from related departments and/or legal regarding unique issues encountered.
* Manages confidential member information, claims data, and financial information with discretion.
* Participate in special projects as directed by Leadership.
* Other duties as assigned.

Job Qualifications

* Bachelor’s degree in business administration, or a related field.
* Two -four years' experience working with local municipal governments.
* Experience working with commercial insurance lines preferred.
* Working knowledge of commercial insurance lines is preferred.
* The ability to lift to ten pounds of materials.
* Valid TN driver's license
* Ability to travel 50% - 75% of the time, some of which is overnight travel.
* Ability and willingness to perform duties outside of normal office hours.

Role-related Competencies

* Strong customer/team service orientation.
* Effective time and project management abilities
* Robust verbal and written communication skills

Organizational Competencies

* Team focus
* Professional
* Accountable
* Integrity
* Service-Minded
* Competent

Beginning Salary-

$96,894.79