

# HOT JOB

Baltimore County Career Centers

## EMPLOYER:



## POSITION(S): Account Manager

### Benefits: (May differ for full-time and part-time employees)

- Hourly compensation plus commission and bonuses
- Paid Holidays
- Paid Time Off
- Team Development
- Other Perks (Growth opportunities and flexible scheduling whenever possible)



Owings Mills,  
MD



Full Time



Competitive  
Salary  
DOE

## POSITION DUTIES:

### Account Management (45%)

- Provide prompt and accurate, follow up to newly acquired clients
- Handle policy changes, claims follow ups, and other service functions on more complicated/sensitive cases; resolve problems and answer questions as needed
- Create and maintain systems that allow the office to operate efficiently and effectively

### Customer Service (30%)

- Provide cost-effective service and use it as a basis for establishing profitable business relationships; communicate clearly and effectively
- Answer telephones and greet visitors in a professional and friendly manner
- Research and answer correspondence from underwriting and service when appropriate

### Sales (25%)

- Work to increase business within the agency, while also increasing awareness of the agency, its products and services
- Initiate sales, complete proposals, follow-up with potential clients, and complete applications for the sale
- Make 100 out bound calls a week
- Meet monthly activity (calls) and result (appointments/sales) goals as determined by agent
- Perform other related duties as assigned by the agent or office manager. Job is not limited to the aforementioned duties and can be changed at any time

## QUALIFICATIONS:

- Experience in customer service, marketing and sales
- Knowledge of insurance and financial products and related licensing
- Property & Casualty, required
- Bank Letter of Understanding, required
- Life and Health, and/or Securities licenses helpful but not required

## HOW TO APPLY:

Email your résumé and a short bio or cover letter to: [Marisol.johnson.mdqgm@statefarm.com](mailto:Marisol.johnson.mdqgm@statefarm.com)

RECRUITMENT EXPIRES: June 25, 2021



Job Connector  
American Job Center

Maryland  
DEPARTMENT OF LABOR

County Executive Johnny Olszewski and the Baltimore County Council

### Baltimore County Career Center Locations

7930 Eastern Ave. Baltimore, MD 21224 410-288-9050	11101 McCormick Rd Hunt Valley, MD 21031 410-887-7940	3637 Offutt Rd Randallstown, MD 21133 410-887-8912
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The Baltimore County American Job Centers provide equal opportunity and access to all of its services, resources and programs. Auxiliary aids and services are available to individuals with a disability and / or those needing language interpreter services with advanced request. TTY users call via the Maryland Voice Relay Service at 711.