

Agency Relations and Distribution Coordinator

POSITION SUMMARY:

The Agency Relations and Distribution Coordinator serves as a subject matter expert and lead contributor for agency maintenance, and cross-functional marketing initiatives. This role operates with a high degree of autonomy, exercises sound judgement, and maintains strong collaboration with Senior Management, Underwriting, and external partners. The Agency Relations and Distribution Coordinator plays a key role in optimizing agency operational processes, identifying and supporting strategic growth initiatives.

This position partners with marketing leadership to develop and implement meaningful measures that optimize agency operational processes and improve visibility into agency performance and support informed decision-making and strategic growth initiatives.

This role collaborates with Marketing, Underwriting, Product, Claims, Finance, and other departments to respond to agency needs and deliver a consistent, positive agency experience. Depending on business needs and experience, this role will support the Marketing Manager with agency engagement, communication, and follow-up.

This position currently follows a hybrid work schedule that typically allows two days per week of remote work.

Principal accountabilities align with Quincy Mutual's core competencies, including:

Delivery and Productivity

- Serve as the primary owner of agency onboarding, changes, and terminations, ensuring compliance with all state and regulatory requirements.
- Maintain and continuously improve agency data accuracy and documentation within Quincy Mutual systems.
- Process agency changes and terminations as directed within required time frames, serving as the primary contact for the Marketing Representatives
- Serve as point person for any Book Roll opportunities. This may also include occasional travel to agencies to perform the quoting in their office.
- Assist Marketing Reps in preparing for weekly agency visits, including developing qualitative and quantitative materials.
- Coordinate agency entertainment such as sporting events and concerts. This includes ticket distribution, food & beverage order, etc.
- Assist with agency compensation processing by making updates to commissions and yearly agency profit sharing.
- Support Personal Lines Underwriting in processing Massachusetts Auto Insurance Plan (MAIP) assignments in high volume situations.
- Partner with Personal Lines Underwriting and Legal in coordinating and managing agency audits, quality assurance reviews, etc.

Communication, Relationship Building and Teamwork

- Prepare & participate in routine agency visits with marketing representatives to gain industry knowledge, build relationships, and support agency business goals. This may also include attending agency events after normal business hours.
- Promote a consistent agency service experience, triaging requests and exercising sound judgment to escalate matters to department leaders and other stakeholders on a timely basis when needed, providing an appropriate level of detail.
- Coordinate department supply needs and the dissemination of materials.
- Work cross-functionally to provide support and or back up to the Marketing & Corporate Projects Lead as needed.

This job description is not all inclusive and may include additional duties if needed.

EDUCATION:

- Bachelor's degree in business, or a related field is preferred.

EXPERIENCE:

- 1-5 years of equivalent professional experience required.
- 1-2 years of insurance experience preferred.

SKILLS/QUALIFICATIONS:

- Excellent professional communication (verbal & written) and presentation skills.
- Demonstrated ability to exercise sound judgment.
- Ability to edit, draft or prepare official documents that are grammatically correct,
- Ability to take initiative, prioritize and multi-task to meet deadlines and deliverables.
- Ability to act with a high level of professionalism when dealing with departments across all lines of business and with external parties, including agents and vendors.
- Strong knowledge of MS Office suite (Word, Excel, PowerPoint) & Windows Operating Systems, and video meeting technology.

WORKING CONDITIONS:

- Work in a typical office setting.
- Routine travel to agencies required.
- Attending agency events after normal business hours.

Our Commitment: At Quincy Mutual Group, we are dedicated to creating a gratifying and rewarding workplace, emphasizing integrity, communication, and a supportive environment. Join us to be a part of a team where your contributions are valued and your growth is nurtured.

Salary Range: \$50,000-\$65,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.