



A Partnership between Huggins and Bliss Sequoia Insurance.

Job position

Account Manager, Personal Lines

Huggins Insurance Services, in partnership with Bliss Sequoia Insurance, is seeking a full-time Personal Lines Account Manager to provide knowledgeable, responsive service to our personal insurance clients.

This role manages an assigned book of business, supports client retention, reviews coverage needs, and works closely with producers, insurance carriers, and teammates throughout the agency.

The ideal candidate is organized, client-focused, comfortable managing multiple priorities, and able to communicate professionally with clients in person, by phone, and through email. Strong time management and follow-through are essential to success in this position.

Primary Responsibilities:

- Provide a high level of customer service and ongoing support for assigned personal lines accounts.
- Communicate professionally and confidently with clients in person, over the phone, and via email.
- Handle policy renewals, changes, endorsements, billing and payment questions, cancellations, reinstatements, and other service requests accurately and in a timely manner.
- Conduct annual account reviews, evaluate client exposures, discuss coverage options, and identify opportunities for remarketing or quoting when appropriate.
- Maintain strong working knowledge of personal lines insurance products and coverage options in order to serve as a knowledgeable resource for clients.
- Manage multiple client requests, deadlines, renewals, carrier follow-ups, and daily priorities while maintaining accuracy and responsiveness.



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- Cross-sell and account-round when appropriate to help clients identify additional insurance needs.
- Work with producers to support new client acquisition, including gathering information and assisting with new business quotes and applications.
- Communicate effectively with insurance carriers and underwriters regarding coverage, eligibility, policy changes, underwriting requirements, and client needs.
- Maintain complete and accurate client records and documentation in the agency management system.
- Refer clients to Commercial Lines, Employee Benefits, Life, or other agency departments when additional insurance needs are identified.
- Participate in training and continuing education to maintain licensing requirements, product knowledge, and current industry skills.
- Build positive working relationships with teammates across Huggins/Bliss Sequoia Insurance and contribute to a collaborative team environment.

Required Skills & Qualifications:

- Active Property & Casualty insurance license is required. Candidates must hold the appropriate insurance license for the position.
- Knowledge and understanding of personal lines property and casualty insurance coverages, carrier requirements, and applicable insurance regulations.
- Ability to multi-task effectively while managing a high volume of client requests, renewals, follow-ups, and deadlines.
- Strong time management, organization, prioritization, and follow-through skills.
- Excellent verbal and written communication skills, including the ability to work directly with clients in person, on the phone, and via email.
- Exceptional customer service, interpersonal, and problem-solving skills.
- Professional telephone demeanor and the ability to communicate complex insurance information clearly and confidently.
- Ability to work independently while also collaborating effectively as part of a team.
- High level of accuracy, attention to detail, professionalism, and confidentiality.
- Proficiency with Microsoft 365, Word, Excel, and general computer systems.



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- AMS360 experience preferred; ability to quickly learn agency management systems and carrier technology is required.
- One or more years of Personal Lines insurance service experience preferred.

What We Offer:

- Growth and advancement opportunities
- Competitive pay based on experience
- Paid time off
- Generous benefits package, including health, dental, vision, and other available benefits
- A locally owned, team-oriented work environment focused on employees, clients, professional growth, and excellent service