

**OVERVIEW:**

Arrowhead Automotive is looking for an Agency Operations Administrator to join our team. In this position, you will act as a subject matter expert and resource to internal customers regarding all levels of system processing, as well as providing system and agency support. Additionally, you will also maintain data integrity to internal customers and support marketing efforts.

Arrowhead Automotive is a division of Brown & Brown Insurance, the sixth largest insurance broker in the U.S. We have been a market leader in providing insurance products and services to automotive industry businesses for over 30 years. Our specialized approach offers access to business insurance programs via our program administrator Arrowhead General Insurance Agency, Inc. in addition to our extensive portfolio of various insurance carriers.

Arrowhead Automotive offers a benefits and compensation package that meets today's most important needs and includes:

- A challenging and stimulating career that provides growth and development.
- Group medical, dental, vision, life, and disability benefits.
- Paid time off and a 401(k) retirement plan as well as an Employee Stock Purchase Plan that allows our employees to purchase Brown & Brown stock at a discounted rate.

If you want to be part of a growing organization that is energetic and driven, contact us today.

**JOB DUTIES:**

- Provides high level training to new hires, day-to-day users, and management as needed on system functions.
- Coordinates and distributes monthly and quarterly management, production, and financial reports within the Agency Management System.
- Provides on-going customer service in the resolution of reported system problems to users and management.
- Identifies and provides solutions for database errors and discrepancies.
- Manages mailroom operations.
- Maintains and updates written training documentation.
- Maintains system security and system IDs.
- Assists with marketing efforts.
- Other duties as assigned.

**REQUIREMENTS:**

- Bachelor's degree and two or more years related experience and/or training or an equivalent combination of education and experience.
- Experience with Microsoft Office.
- Substantial knowledge of agency management system, such as Applied or AMS products.
- Ability to prioritize and manage multiple tasks.
- General understanding of insurance concepts.
- High attention to detail and strong organizational skills.
- Excellent interpersonal skills.
- Strong analytical skills.
- Experience with insurance agency management systems preferred.

- Advanced Excel experience preferred.
- Accounting or reporting experience preferred.

We are an Equal Opportunity Employer. We take pride in the diversity of our team and seek diversity in our applicants.