

## **Client Loyalty Specialist**

Trade Risk Guaranty (TRG) - Bozeman, MT

Are you interested in a client success management, with an emphasis on sales, career in the international trade industry that offers multiple pathways for growth? Would you enjoy assisting importing companies from across the U.S. to be in compliance with the regulations of Customs & Border Protection (CBP)? Do you excel at customer service, creating and sustaining strong relationships over the phone that reinforce trust and confidence? Do you find it rewarding to participate in effective inter-department relationships that work toward a common goal? Do you want to work with truly amazing people who are welcoming and accepting to all?

Located above the Rocking R-Bar in downtown Bozeman (with the option of a hybrid work schedule for qualifying employees, allowing them to work from home for a certain amount of days), TRG has been providing Customs bonds and ocean marine cargo insurance to over 13,000 companies worldwide since 1991. On 1/1/2021, TRG joined forces with PCF Insurance Services of the West, a much larger insurance broker, which has significantly expanded the products, services, resources and career opportunities we have to offer.

Our Client Loyalty Specialist are renewal specialists in charge of ensuring smooth renewal processes for all current TRG clients while exceeding in client retention. You will be educating clients, ensuring that they remain compliant with CBP regulations, and will assist them in navigating through the underwriting process. You will manage the timeline and usher them through the process that culminates in a successful renewal while providing high level customer service and utilizing sales tools to introduce clients to new products.

### **Responsibilities:**

- Communicate with clients primarily regarding current bond renewals. You will also handle the introduction and sale of other insurance products when opportunity arises.
- Administration for supporting bond renewals.
- Monitoring accounts and ensuring that all parties are completing tasks in a timely manner, which will require communicating effectively with multiple departments.
- Assistance in training and supporting new and existing staff members.
- Expand on TRG current book of business through new insurance product offerings.

### **Requirements:**

- Intention and aptitude to fully immerse and become an expert in a specialized niche industry; international trade and insurance.
- Ability and desire to foster strong relationships over the phone with clients and in person with co-workers throughout all departments.
- Skilled and comfortable in multi-tasking in a fast-paced, team environment maintaining composure and efficiency with deadlines and fluctuating workload cycles.
- Above average proficiency in learning and utilizing new computer software programs.
- Extraordinary written and verbal communication skills.
- Ability to identify issues and contact the appropriate party to ensure a smooth renewal.
- Bachelor's degree or relevant work experience.
- Must be able to secure MT Insurance Producer Property, Casualty & Surety licenses within 90 days of starting as well as the MT Health & Life licenses.

## Benefits

- Group Health, Dental, Vision, & STD benefits
- Company sponsored 401(k) that will match 50% of your contribution up to 6% of your earnings after a 90 day wait period – you will be eligible the 1st day of the month following your 90 days.
- Casual dress code
- Paid Personal Time Off, 16 day accrual schedule in your first year, increasing after three years, and then again after 5 years, plus 8 paid company holidays
- Company sponsored team building activity days
- Customized and flexible schedule within a 40 hour week, Monday through Friday,

To apply for the Client Loyalty Specialist opening visit our website at <https://traderiskguaranty.com/about-trg/careers/>, please **submit your cover letter (required) and resume**.

TRG is an Equal Opportunity Employer and offers competitive wages, great benefits and a people rich learning culture.

Job Type: Full-time

Salary: \$18/hour + a generous commission structure. *Expected to make over \$57,000 per year after licensing.*