



***Innovative Solutions.
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POSITION DESCRIPTION

Position Title: Commercial Lines Client Services Supervisor
Department: Commercial Lines
Reports To: Commercial Lines Manager
Supervises: Client Service Associates/Client Service Managers/Client Service Coordinators
FLSA Status: Exempt
Effective: 3/1/2025

POSITION SUMMARY

The Commercial Lines Supervisor is a working supervisor responsible for managing a book of business while leading and supporting the Commercial Lines service team. This role requires strong technical insurance knowledge, leadership capability, and a commitment to team development and service excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage a book of business and perform all responsibilities of a Client Service Manager.
- Hire, train, and onboard new personnel in the department.
- Supervise and support Client Service Managers, Associates, Coordinators, and other assigned team members.
- Be actively engaged with the team by assisting with day-to-day questions and problem-solving.
- Perform and review quarterly quality assurance audits in the agency management system to ensure accuracy and timeliness.
- Delegate departmental projects and assist with implementation of leadership initiatives.
- Conduct employee performance evaluations and participate in salary review processes.
- Maintain and update Commercial Lines procedures and workflows to enhance efficiency and productivity.
- Analyze team workloads and reallocate resources to balance workloads effectively.
- Communicate regularly with the service team regarding updates, procedural changes, and department initiatives.
- Coordinate continuing education opportunities relevant to the commercial insurance industry.
- Lead monthly service team meetings in collaboration with the Commercial Lines Manager.

McConkey Insurance & Benefits

2555 Kingston Road, Suite 100 ■ York, PA 17402

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KEY COMPETENCIES

- Clearly sets expectations, provides feedback, and listens effectively
- Leads by example, builds trust, and holds team members accountable
- Supports employee growth and provides guidance and mentorship
- Makes timely, fair decisions and addresses issues effectively

POSITION REQUIREMENTS

- College degree or advanced education preferred
- Minimum of 5 years of experience in Commercial P&C insurance
- Must maintain Property & Casualty insurance license and maintain all required continuing education credits for licensing renewal
- Excellent communication, organizational, and leadership skills
- Proficient in Microsoft Office Suite
- Proficient in Applied Epic and able to follow and build workflows
- Attend all required department and company-wide meetings
- Participate in seminars and classes to develop skills and industry knowledge

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Extended periods of time in a sedentary position with ability to move about office to access office equipment and attend meetings
- Prolonged periods of working on a computer using keyboard
- Work environment includes interacting with others, participating in meetings, corresponding through email and phone calls
- Must be able to communicate effectively in English both verbally and in writing to internal and external clients
- Occasional out-of-office travel for client visits, educational opportunities, and company-wide meetings
- Standard office hours are Monday through Friday, 8:00am to 5:00pm

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