



## Director of Commercial Lines

G2 Insurance Services is seeking a Director of Commercial Lines to lead our growing team in California (headquartered in San Francisco). This is a management position that leads and supervises the department's service teams toward development and growth operationally, functionally and culturally. This role oversees the day-to-day functions of the department and helps build operational and service efficiencies, working with peer leaders to achieve organizational goals and business initiatives.

### Key Responsibilities:

- Energize, excite and inspire employee's purpose to deliver high-touch service, and provide coaching towards skill development to meet required performance expectations
- Build a high-performance culture by understanding and aligning individual goals to business needs, differentiating performance through a commitment to coaching, evaluation and recognition, proactively anticipating and managing performance improvement
- Establish uniform operational policies, guidelines and workflows that ensure optimal operational efficiencies while maintaining a personalized service model
- Direct team workload capacity and overall performance of department goals
- Demonstrate ongoing open and honest communication at all levels
- Operate with a high level of professionalism, integrity and trust
- Ability to work collaboratively with colleagues and management, meet deadlines, changing requirements, and work with limited resources and information
- Strong communication skills and the ability to provide non-technical explanations to technical matters, and summarize and present information in a clear, concise and accurate written and verbal format
- Champion communication of goals, vision, and procedures established by the company and the ability to achieve success through collaboration and knowledge sharing
- Foster an inclusive learning environment that encourages growth and development through collaborative team discussions
- Establish individual goals and engage with each team member to develop a plan for success
- Immediately and effectively address any employee performance issues
- Train employee on systems, duties, expectations, standards, policies and perform regular coverage audits
- Coordinate with company leaders on opportunities to improve performance and productivity
- Recruit and hire top talent while employing strategies to address staff retention, turnover and overall engagement

### Education & Experience

- 10-15 years of experience in the insurance brokerage industry
- Bachelor's degree required
- Prior commercial lines client management and supervisor experience
- Valid unrestricted California Property & Casualty broker license
- Proficiency in Applied/EPIC and all MS Office applications

G2 Insurance offers competitive salaries and comprehensive benefits and programs including: health and welfare, tuition assistance, 401K, employee assistance program, career mobility, volunteer opportunities, along with many other programs. For more information about G2, please visit us at: <http://www.G2insurance.com> .

G2 is an equal employment opportunity employer.