

Case Manager

Our employee-owned insurance brokerage agency is looking for a skilled problem solver to join our team as a Case Manager. We need a self-motivated, forward-looking individual who can evaluate a process and offer creative solutions, work well on a team and take pride and ownership of their role.

Job Description:

Our case managers take case management to the next level. You'll be part underwriter, part teammate for the financial professionals we serve, helping get their pending cases through underwriting in a seamless and efficient way. As a liaison between our clients and insurance carriers, you'll do everything you can to make everyone's experience as easy as possible. To be successful, you will have to:

- Monitor case progress, track down requirements and provide ongoing status updates
- Document thorough case notes in a fast-paced customer service environment
- Review application information, including medical history, to identify any issues that could present a problem – if necessary, you'll research and present alternative solutions
- Continuously look for ways to expedite and improve our processes and services
- Maintain positive relationships with your agents and underwriters – because good rapport creates a better experience for them and you
- Use superior negotiation skills to influence successful outcomes

Qualifications:

- You have strong phone and computer skills – specifically Microsoft Excel and Word – with the ability to quickly learn use of our internal and carrier software
- You enjoy problem solving. If you don't know the answer, you'll dig until you find it. You can analyze and revise operating practices to improve efficiency.
- You value partnerships. You see the big picture and understand the importance of each team member, both internal and external.
- You're organized and can prioritize. You can handle piles of paperwork without breaking a sweat and take pride in seeing a job through to the end.
- You like learning new things, and you can learn quickly. When things change, you're up for the challenge and look for the opportunity. You're able to adapt to our ever-changing industry and growing company.
- You pay attention to the details. Anything worth doing, should be done right the first time.
- You are motivated and driven. You look for new challenges and take ownership of the time you spend at KAFL and truly make a difference.

You have:

- A Bachelor's degree in a business related field, plus 2 years' experience, or equivalent combination of education and experience.
- Proficiency with Microsoft Excel and/or Access and Microsoft Word

[Apply today at www.kafl.com/careers!!!](http://www.kafl.com/careers!!!)

