JOB TITLE: Program Assistant

SUMMARY: Provides administrative support to assigned program and performs office management duties, as assigned.

DUTIES AND RESPONSIBILITIES:
• Support the sales and underwriting team to develop electronic submission files.
• Performs data entry of business submissions into cloud-based rating system.
• Send notifications as directed and per state mandated guidelines for compliance.
• Help with key NTIS/MDP/Program system functions.
• Interact with carrier partners and visitors.
• Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing.
• Performs other related duties as assigned by management.

QUALIFICATIONS:
• High school diploma or equivalent, one to three years related experience, or equivalent combination of education and experience.
• Excellent verbal and written communication skills.
• Proficient on Microsoft Suite, Applied EPIC
• Professional and courteous appearance and demeanor
• Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
• Acute attention to detail, with a commitment to excellence and high standards.
• Ability to deal effectively with a diversity of individuals at all organizational levels.
• Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.

COMPETENCIES:
• Customer Service--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
• Interpersonal Skills--Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things.
• Planning/Organizing--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
• Professionalism--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
• Quality--Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Dependability**—Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**
- Occasionally required to stand/walk; frequently required to sit; continually required to utilize hand and finger dexterity and to talk or hear. Normal office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.