

Concorde General Agency

Operations Manager

If you enjoy building strong teams, improving processes, and helping operations run smoothly, Concorde General Agency may have the perfect opportunity for you! We are currently looking to fill an **Operations Manager** position based out of our Fargo office.

At Concorde, our Operations team plays a critical role in supporting our agents, underwriters, and internal teams through strong workflows, responsive service, and operational excellence. As the Operations Manager, you'll help lead our Policy Services and Claims teams while driving efficiency, accountability, and continuous improvement across the organization.

What You'll Do:

- Lead and support the Policy Services team in day-to-day operational execution
- Manage operational workflows to improve efficiency, consistency, and scalability
- Identify process gaps and implement improvements that strengthen service and reduce errors
- Partner cross-functionally with Underwriting, Sales, Accounting, and Operations teams
- Support process documentation and cross-training efforts across departments
- Serve as an escalation point for operational and service-related issues
- Coach, develop, and support team members through performance management and leadership
- Help lead operational change initiatives and workflow improvements

What You Bring:

- 7+ years of insurance operations, underwriting, policy services, claims, or related industry experience strongly preferred
- 2+ years of leadership or supervisory experience preferred
- Strong organizational, communication, and problem-solving skills
- Ability to manage multiple priorities and work collaboratively across departments
- Experience improving workflows and driving operational efficiency
- A positive, team-first mindset with a strong sense of ownership and accountability

Tech You'll Use:

- Microsoft Office 365
- ALIS
- Policy Viewer
- Teams Phone System
- Reporting & Workflow Tools

Perks & Benefits

- Competitive salary with bonus eligibility
- Health, dental, and vision insurance
- PTO and paid holidays
- 401(k) with company match
- Professional development support
- Collaborative, values-based culture

Ready to Apply?

If you're a strong communicator, operational thinker, and team-focused leader looking to make an impact within a growing organization, we'd love to hear from you!

Concorde General Agency provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.