



Join our Team as an Administrative Operations Specialist

Zimny Insurance Agency–Northway Insurance is a locally owned and operated agency dedicated to serving the Alexandria and Park Rapids areas and surrounding communities. As a small, community-driven team, we pride ourselves on building strong relationships and providing personalized support—both to our clients and our employees. We're currently looking for a detail-oriented, client-focused **Administrative Operations Specialist** to support the day-to-day operations of our agency. In this role, you will help keep our offices running smoothly by coordinating administrative processes, supporting internal systems, tracking compliance-related activities, and providing exceptional service to clients, visitors, and team members across locations. This is an excellent opportunity for someone who thrives in a fast-paced environment, enjoys variety in their work, and takes pride in accuracy, professionalism, and strong follow-through.

What You'll Do

- Welcome clients and visitors, answer incoming calls, and provide professional front-office support
- Process incoming payments, manage mail, maintain records, and complete accurate data entry in internal systems
- Coordinate vendors, office services, supplies, maintenance, and shared office communications across locations
- Support agency systems and technology tools, including user access, troubleshooting, and basic system administration
- Track licensing, continuing education, training, and other compliance-related documentation
- Assist with marketing-related coordination, branded materials and community involvement efforts
- Provide administrative support to team members and help identify and escalate operational issues when needed

What We're Looking For

- Strong organizational skills with the ability to manage multiple priorities and deadlines
- Excellent attention to detail, accuracy, and follow-through
- Professional communication and customer service skills
- Comfort working with office systems, technology tools, and administrative processes
- Ability to handle sensitive information with discretion and confidentiality
- Previous administrative, operations, or office support experience is preferred

Work Hours (Full Time, 40 hours week) in our Alexandria office:

Monday-Friday 7:30 am-4:30 pm with a one-hour lunch or 8:00 am-4:30 pm with a ½ hour lunch

Compensation and Benefits:

- Competitive salary based on experience
- Health, Vision, Life & Disability Insurance
- 401(k) with company match
- Paid time off and holidays
- Continuing education support

How to Apply:

Please submit your resume and a brief cover letter explaining why you're a good fit for this role to chrism@zimnyins.com or mail to:

Zimny Insurance Agency
Attn: Chris Mohr
1103 Broadway St, Ste 100
Alexandria, MN 56308

If you are a dependable, proactive professional who enjoys supporting people, processes, and operations, we'd love to hear from you!