



Policy Services Analyst

Company: Cove Risk Services, LLC

Location: Braintree, MA (On-site)

Job Type: Full-time

Pay: \$50,000.00 - \$60,000.00 per year

About Cove Risk Services, LLC

Cove Risk Services, LLC is the exclusive administrator for six self-insurance groups, providing workers' compensation coverage to more than 4,000 businesses across Massachusetts and New Hampshire. The company is recognized for responsible underwriting, competitive pricing, and exceptional customer service.

Position Summary

We are seeking an entry-level **Policy Services Analyst** to support members and agents with policy inquiries, certificates, endorsements, renewals, and audits. You will collaborate with Underwriting, Accounting, and Claims while ensuring accurate documentation and timely service. Please note that this is not a remote position.

Responsibilities

- Respond to member and broker/agent inquiries via phone and email
- Process certificates, endorsements, and policy documents
- Support payroll audits and renewal workflows
- Maintain accurate records and route issues to appropriate departments
- Assist with routine administrative and mailing processes

Qualifications

- Strong attention to detail
- Clear written and verbal communication skills
- Interest in insurance operations or customer service
- Prior workers' compensation or agency experience a plus, not required

Schedule

- Full-time
- Primarily on-site office schedule

Benefits:

- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance