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Susan M. Hilvert

Vice President, Personal Lines

Experience

Sue Hilvert began her career in the insurance industry in 1966, working as a CSR in the Personal Lines Department of a local agency. She eventually took on the responsibilities of the Personal Lines Manager, marketing and servicing the agency's VIP accounts. In addition, she directed the organization's automation efforts, including training procedures.

In 1986, Sue joined the Queen City Agency as Personal Lines Manager, where she led that department in all aspects of operation. She was promoted to Vice President in 1996, and spearheaded the agency's Total Quality Management project.

Sue enjoys having the opportunity to mentor and coach, and puts her mentoring skills to work by leading the Personal Lines Team in serving its 8,000 customers. She also leads the way to constantly improve customer service quality at USI, serving as the Chief Quality Officer.

Sue is married with two children and four grandchildren.

Education

Sue earned her Ohio Property and Casualty license in 1982, her license in Life and Health insurance in 1988, and later earned her Associates of Insurance Services designation. She also served on the Agent's councils of Encompass, Kemper, Chubb, Ohio Casualty and Travelers.