

## Job description for: Senior Commercial Account Manager, Property & Casualty Division

**REPORTS TO:**

Team Leader

**STATUS:**

Exempt

**JOB SUMMARY:**

The Senior Commercial Lines Account Manager performs the essential functions of the position, which include aiding Sales Executives and Account Executives and clients with service needs and making changes to existing accounts. Specific service and marketing responsibilities are required in this position. Meets service and sales delivery standards and performs essential functions to the quality and service standards developed by the agency. May direct and mentor Commercial Account Managers and Assistant Commercial Account Managers at the request of the Team Leader. May be assigned special projects by the Team Leader as needed from time to time.

**PRIMARY RESPONSIBILITIES:**

- Provides technical support to Sales Executive/Account Executive(s); specifically in analyzing client needs, coverage forms and quotations.
- Schedules appointments with clients as requested by Sales Executive/Account Executive(s).
- Frequently accompanies Sales Executive/Account Executive on prospect and client meetings as requested by Sales Executive.
- Completes applications in coordination with Sales Executive/Account Executive(s); submits applications to eligible and appropriate carriers; follows up to ensure timely receipt of quotations and policies.
- Orders and issues binders, certificates, policies, endorsements and other related items; verifies their accuracy; forwards them to client with appropriate correspondence.
- Determines if direct or agency billing is appropriate and invoices accordingly.
- Prepares summaries of insurance, schedules and proposals for word processing as needed.
- Processes renewals in coordination with Sales Executives/Account Executive(s) according to agency procedures. Occasionally takes lead in renewal meeting with the client, strategy determination, marketing and carrier negotiations.
- Reviews audits of policies; verifies accuracy and facilitates corrections, as needed, between client and carrier.
- Verifies policy and policy change information, facilitating corrections when necessary.
- Processes incoming mail and phone requests, responding promptly and appropriately.

- Uses agency credit and collection policy in invoicing and pursuing prompt payments; request cancellations from the carrier according to agency standards.
- Determines reasons for requests for cancellations; acts to save accounts; notifies Sales Executive/Account Executive(s).
- Processes and following up on cancellations requests to carriers to ensure accurate and timely resolution; maintains agency in financial equity whenever possible.
- Assists clients in submitting first reports of claims, facilitates prompt response from carrier staff and follows up on claims status, according to agency procedures.
- Identifies exposure to loss and recommends appropriate coverages in coordination with Sales Executive/Account Executive(s).

**PERSONAL AND ORGANIZATIONAL DEVELOPMENT:**

- Sets priorities and manages work flow to ensure efficient, timely and accurate processing of transactions and other responsibilities.
- Maintains a cordial and effective relationship with clients, co-workers, carriers, vendors and other business contacts.
- Keeps informed regarding industry information, new product information, legislation, coverages and technology to continuously improve knowledge and performance.
- Interacts with others effectively by utilizing good communications skills, cooperating purposefully and providing information and guidance, as needed, to achieve the business goals of the agency.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- College education with a minimum of 5 years insurance experience or a minimum of 7 years insurance experience.
- Ability to analyze complex insurance situations, needs and options and communicate these options both verbally and in writing in a clear, concise manner
- Ability to understand written and oral communication, and interpret abstract information.
- Property, Casualty Agents License.
- Property, Casualty Brokers License Preferred.
- Advanced Knowledge of insurance products and usage's.
- Advanced Knowledge of insurance markets and reference to markets.
- Knowledge of insurance rating and underwriting procedures.
- Ability to carry out complex tasks with many concrete and abstract variables.
- Strong computer skills with and familiarity with tools such as Outlook, Excel, Word and Applied.
- Ability to manage complex projects
- Ability to direct others
- Ability to work independently of Sales Executive/Account Executive and take the lead on all elements of client servicing when necessary.
- Advanced negotiation skills.
- Advanced presentation skills.

**WORKING CONDITIONS:**

- High pressured, fast-paced environment with significant telephone and personal disruption.
- Large number of multiple steps in complex system performed with accuracy and speed is essential to the successful completion of tasks.
- This job description is intended to describe the level of work required by the person performing the work. The principle duties outlined are the essential responsibilities and duties.

*Any other duties as requested by management*

**Applicants will be tested.**