

Account Manager, Commercial Lines

Saskatchewan | Reporting to: Director, Client Experience

THE ROLE

The Account Manager is responsible for managing a book of business, servicing clients in a courteous and professional manner, and working closely with the Advisor in obtaining, maintaining, and expanding business. In addition, the Account Manager is responsible for providing direction to the Associate and Account Administrators.

As an Account Manager, you possess a solid understanding of commercial insurance and play a key role in the placement of insurance and leading the renewal process with clients. To excel, you are detail oriented, patient, conscientious, accommodating and a cooperative team worker.

WHAT YOU'LL DO:

- Most importantly, you will lead by example, live our values, and drive business relationships for the company by providing exceptional customer service.
- Actively engaged in supporting the company's growth through internal team mentorship of Associate and Account Administrators and external client relations.
- Delegate, develop, and coach the associate and account administrators to ensure timelines are being met.
- Work closely with Advisors and other service teams on all aspects of client service, marketing, and renewal while adhering to HK Henderson's best practices and standard procedures.
- Communicate with Advisors on all incoming new claims, ensuring prompt responses from carriers, and maintain ongoing communication.
- Lead the process to acquire information for renewal, manage pre-renewal meetings, and initiate Account Planning with Advisor 90 days in advance of renewal.
- Manage account documentation promptly and accurately including routine inquiries, quotes, binders, statement of values, insurance contracts, endorsements, cancellations, etc.
- Continuously review client's coverages, exposures and loss experience and analyze risk to determine the product/service requirements in collaboration with the Advisor.
- Audit files and proactively identify and address potential issues to ensure E& O exposure prevention.
- Accompany Account Executives and Advisors to prospect and client meetings as requested.
- Ensure accurate and timely servicing and billing of accounts.
- Maintain and update EPIC and ensure workflows are followed.
- Stay informed about industry trends, market conditions, and emerging risks.
- Actively develop an increased knowledge of related insurance products and client needs.
- Other duties as required.

Local Touch. National Strength.™

HK HENDERSON

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WHAT WE REQUIRE:

- Demonstrated breadth across commercial insurance and depth with policy wording and coverage within key industry sectors.
- Level 2 license or equivalent and relevant industry experience required: certificates, industry programs, such as CIP, CRM and CAIB or working towards.
- Solid mentorship skills and teaming capability; the ability to lead and motivate, delegate, and rally colleagues.
- Ability to build and maintain lasting relationships with clients and key business partners communicating both verbally and in written correspondences.
- A well-defined sense of diplomacy and business acumen with a focus on customer service and overall client experience.
- Skills in analysis, problem solving, critical thinking, decision making, teamwork, communication, innovation, and adaptability.
- Advanced skills in Microsoft Office Suite and internal Broker Management Systems (EPIC).

HK Henderson is actively committed to supporting diversity, equity, and inclusion. We serve and recognize and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.

BUILDING THE GREAT CANADIAN BROKERAGE

Navacord is a leading insurance and risk management brokerage created to keep the Canadian entrepreneurial spirit alive. Led by a passionate and engaged partnership group, Navacord Broker Partners are committed to the success of their clients by delivering expert advice in an increasingly complex world which allows them to face the future with confidence.

4th Largest Commercial Brokerage in Canada

2,000+ Employees

50,000+ Commercial Clients

~\$400mm Revenue

60% Commercial Lines

25% Personal Lines

15% Benefits & Retirement

~\$3 billion Annual Premium

Qualified candidates are invited to email their resume and cover letter to: careers@hkhenderson.ca