Manager, Personal Insurance

Saskatchewan | Reporting to: Director, Personal Insurance

THE ROLE

The Manager, Personal Insurance is responsible for providing oversight and supervision to the Personal Insurance team to ensure the seamless execution of our personal insurance service strategy. In this role, you will be responsible for the development of team members and the continued growth of an assigned book of business.

As a Manager, Personal Insurance, you possess a solid understanding of Personal Insurance, and our sales culture. Providing clear direction and mentorship, you will foster the growth of our Administrators, Account managers and Account Executives, emphasizing efficiency, accuracy, and innovation to ensure positive client experience and the overall teams' success.

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.
- Support the Personal Insurance team in day-to-day activities, scheduling, provide mentorship, training, and technical leadership to the team's operation that supports the continued talent development of team members.
- Work closely with the Director of Personal Insurance on continuous improvement of strategies and solutions that improve and optimize the personal insurance teams internal and external operations.
- Responsible for managing complex account relationships for the Personal Insurance team.
- Coordinate training and development opportunities and organize sessions for the team including new hire onboarding and EPIC workflow training.
- Reinforce the need and demonstrate commitment to the highest levels of customer service to the team and clients.
- Service an existing book of business, and grow personal lines business through referrals, walk-in clients, and personal networks.
- Identify and develop cross-selling opportunities to turn single-line clients into multi-line clients and work closely with our Venture and Commercial team to ensure seamless operation.
- Review the accuracy of policy documents prior to client delivery and manage all account documentation (i.e., routine inquiries, quotes, binders, statement of values, finance contracts, insurance contracts, endorsements, cancellations, etc.)
- Audit files and proactively identify and address potential issues to ensure E&O exposure prevention.
- Regularly and thoroughly review existing accounts and recommend appropriate coverage and advice based on clients' exposures.
- Efficiently handle all aspects of policy documentation, including new business, renewals, endorsements, and related tasks, maintaining meticulous records and timelines.

- Address and keep the Director of Personal Insurance informed of team member concerns, and promote a positive, collaborative work environment.
- Provide clients with prompt service and customized advice, responding to general inquiries via telephone, email, or walk in, from clients, colleagues, and other parties.
- Stay informed about industry trends, market conditions, and emerging risks to identify opportunities for growth.
- Maintain and update EPIC and ensure workflows are followed.
- Provide back-up support for the Auto Insurance Team as needed.
- Collaborate with other departments and functions as necessary.
- Other duties as required.

WHAT WE REQUIRE:

- Demonstrated breadth across Personal insurance and relevant industry experience required.
- Level 2 General level license or willing to obtain.
- Demonstrated experience in exceptional customer service.
- Solid mentorship skills, leadership skills and organizational skills.
- Strong interpersonal and communication skills both verbally and in written correspondence.
- Ability to build lasting relationships with clients and key business partners.
- 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.
- Proficiency in Microsoft Office Suite.
- Experience with internal Broker Management Systems (EPIC) considered an asset.

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.

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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

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