

COMMERCIAL LINES ACCOUNT MANAGER

JONES DESLAURIERS
INSURANCE MANAGEMENT INC.



MISSISSAUGA, ON | REPORTING TO: Director, Commercial Insurance

POSITION OVERVIEW:

Jones DesLauriers is hiring for an experienced Commercial Account Manager who is a knowledgeable expert advisor in commercial insurance lines of business. The successful candidate will be responsible for managing a book of business, servicing clients in a courteous and professional manner, and assisting the producer in obtaining, maintaining, and expanding business.

RESPONSIBILITIES:

- Responsible for managing a renewal book of business
- Works closely with Producers and other JDIMI staff on all aspects of client service, marketing, and renewal while adhering to JDIMI's best practices and standard procedures.
- Initiate Account Planning with Producer 100 days in advance of the renewal
- Maintain a retention rate of 95% or higher on your Book of Business
- Set clear expectation for client and business partners by providing same day response time
- In collaboration with Producers; coordinate, support plans, discuss arising issues and create comprehensive plans for existing clients
- Develops new business from existing accounts and assigned leads, and contributes to meeting departmental production goals. Identifies and follows-up on cross-selling opportunities when appropriate
- Responsible for the preparation of proposals for prospect and stewardship reviews for existing clients
- Manage account documentation (i.e., routine inquiries, quotes, binders, statement of values, insurance contracts, endorsements, cancellations, etc.)
- Review client's current coverage and exposures, loss experience and analyze risk to determine the product/service requirements
- Maintain up-to-date EPIC workflow documentation and ensures workflows are followed
- Ensure accurate and timely servicing and billing of accounts
- Participate actively in cross-sell campaigns and other initiatives as required
- Actively develop an increased knowledge of related insurance products and client needs
- May participate in or conduct client meetings when necessary
- Participate in training and professional development courses to enhance skills and industry knowledge
- Maintain positive working relationships with clients, staff, other JDIMI departments and offices
- Other duties as assigned

REQUIREMENTS:

- Minimum 5 years of commercial insurance experience required
- R.I.B.O. license required
- C.I.P. or C.A.I.B. designation(s) preferred
- Client development/relationship management experience
- Solid understanding of policy wordings/coverages
- Ability to mentor others and proven negotiation skills
- Strong attention to detail, time management, problem solving and analytical skills
- Ability to be a self starter with strong written and oral communication skills as well as organizational skills
- Advanced skills in Outlook, Excel, Word and EPIC

We are committed to providing accommodation upon request for applicants and employees with disabilities. If you require accommodation, we will work with you to meet your needs.