

Job Title:	Account Manager (AM)	Department:	Hospitality, Healthcare, Property, Casualty
Reports To:	Sales Executive	Supervises:	0
Last Modified:	October 2009	Exempt / Non Exempt	Exempt

Job Summary:

The Account Manager is a fully competent insurance professional, primarily concerned with high level individual performance as it relates to customer service and production on a sales team. Must prioritize personal time to accomplish goals and may provide direction to CSR (if one exists on a team). Assists Sr. AM and Sales Executive (SE) on key projects. In critical situations on assigned accounts, resolve issues in a timely fashion in consultation with SE or Sr. AM.

Markets both new and renewal business to carriers or in-house underwriting staff. Is primarily concerned with managing the renewal process with carriers and brokers so the SE can stay focused on prospecting and new business. Set up and attend underwriting meetings as necessary, accompanied by SE when deemed necessary by SE. Attend client meetings accompanied by SE. Will work with Director of Account Services (DAS) to train new team members on processing business in the NSU system.

Responsibilities and Duties:

New and Renewal Business

- With oversight of SE, pre-qualify new business submissions and determine the viability of opportunities; discusses pricing, coverage and markets with broker.
- With review of SE, take on primary responsibility for renewing the book of business assigned to them. This includes gathering necessary information from retailers, negotiating with carriers, preparing & delivering proposals and soliciting feedback/expectations from retailers
- Process renewal book according to established divisional Service Standards
- Understands the revenue plan for the book and on each account. Whenever possible, manages revenue in accordance with revenue plan.
- Creates quality referrals on account submissions to carriers based on established guidelines and service standards.
- Review loss runs; Understand how loss frequency & severity might have an impact on accounts and anticipate using that information in marketing strategy with carriers
- Identify account rounding opportunities four months in advance of the renewal date

Account Service

- Respond to routine inquiries; refer complex or unusual circumstances to SE.

- Manage and track ongoing service requests from broker including endorsements, requests for policy information, certificates of insurance and other data.
- Binds insurance policies in NSU system and issues binders to retailers.
- Request and issue financing quotes if needed.
- Invoice accounts in their book based on service standards or monitor their completion if done by a third party
- Handle accounts receivable collection with brokers based on service standards.
- Maintain paper and electronic file on each account in accordance with established Best Practices Guidelines
- Review Notice of Claim and immediately refer to the proper claim representative; alert SE of all unusual or severe occurrence.
- Monitor designated reports to ensure adherence to company Best Practices quality & service standards
- Send required Surplus Lines documentation to Compliance Department in accordance with established Best Practices Guidelines.
- Update Database Management Systems as necessary
- Assist the Sr. AM or DAS with completing file audits

Marketing and Sales

- Understand Retail Brokerage reporting structure and job functions of retail broker teams; building and maintaining effective professional/personal relationships.
- Identify new contacts within existing retail brokerages and strategize with SE to solicit business and relationships
- Beyond handling the transactional side of submissions, build and maintaining effective professional/personal relationships with brokers.
- Contribute to presentations and sales calls, accompanied by Sales Executive or Sr. Account Manager.
- Travel with SE 2-4 trips per year.
- Team with SE to identify prospecting leads/sources/strategies; contact prospective brokers based on plan developed with SE
- Provide consultation to brokers regarding divisional differentiators (value NSU provides to them) and reinforces benefits, not features to broker contacts - with advice & assistance from SE
- Ability to overcome obstacles / barriers to close sales with advice from SE
- Maintain knowledge of carrier preferences in order to effectively execute agreed marketing strategy.
- Collect and report competitive data to assist in development and execution of our strategies.
- Meet with existing and prospective markets as required.

Training and Mentoring

- May be asked to train other members of the division on operational and technical issues including system processes, coverages and contracts.

Production Team, Division and NSU Goals

- Contribute to achievement of new and renewal goals of assigned team(s)
- Contribute beyond team to help achieve Division goals
- Contribute beyond Division to help achieve NSU goals

Knowledge, Skills, and Abilities:

Technical:

- Working knowledge of insurance coverage and contracts; ability to analyze forms and coverages
- Working knowledge of market underwriting standards and procedures
- Demonstrated aptitude for computer based work management; ability to achieve expert skills in NSU agency system software
- Ability to anticipate and solve problems creatively
- Demonstrates excellent organizational skills
- Demonstrates ability to prioritize amongst various immediate needs
- Is detail-oriented
- Demonstrates mathematical aptitude

Behavioral:

- Communication - Ability to communicate effectively, both orally and in writing
- Customer Focus
- Decision Making & Problem Solving
- Relationship Management - Ability to develop working relationships with both internal and external customers. High level of interpersonal skills to deal effectively with retailers, business owners, carrier representatives, and co-workers
- Teamwork
- Flexibility - Ability to work under pressure and meet deadlines

Physical:

- Handles routine office work, drives to appointments, calls on customers and vendors in business settings, and completes air travel. Job requires data entry into computers, handling files, carrying a laptop computer.

Office:

- Demonstrate working knowledge of phone systems and basic office machinery and equipment; Windows, Outlook, Word, Excel; ACT or similar contact management software; ability to learn enterprise software (ConceptOne by Epic Solutions)

Credentials and Experience:

- Two years of post-high school education or equivalent training

- A minimum of 1-3 years experience as a commercial Customer Service Representative or equivalent experience dealing with customers in the insurance industry.
- A valid Agent's or Broker's License per state requirements.

Special Requirements

- Must occasionally be available to travel on business
- Must occasionally be willing to work evenings, holidays, and weekends to meet business needs