

POSITION: Commercial Account Manager

LOCATION: 101-2000 Garth St., Hamilton Ontario L9B 0C1

REPORTING TO: Principal

POSITION OVERVIEW:

The Mitchell & Abbott Group is always looking for talent in the Insurance Industry! We are accepting applications for experienced Commercial Account Managers who are knowledgeable expert advisors in commercial lines insurance. 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 Mitchell and Abbott staff on all aspects of client service, marketing, and renewal while adhering to Mitchell & Abbott'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 inquires, 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 Mitchell & Abbott departments and offices
- Other duties as assigned

REQUIREMENTS:

- Minimum 5 years of commercial insurance experience required
- University degree preferred
- R.I.B.O license required
- Working towards C.I.P. or C.A.I.B. designation
- Superb interpersonal skills and attention to detail
- 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.