

OVD is searching for that rare hustler breed to join our team as a Commercial Lines (CL) Account Manager. Our CL Account Managers are primarily responsible for the ongoing management of our commercial clients and supporting business development activities while upholding our tradition of high service standards.

Responsibilities of this career opportunity include, but are not limited to:

- Work closely with sales teams to obtain a thorough understanding of customers'/ prospect's needs.
- Independently manage accounts on a day-to-day basis including coordinating all customer services.
- Build and maintain positive relationships with clients, teammates, and carriers by interacting timely/completely/confidently.
- Negotiates/secures the most appropriate carrier coverage based on client needs for new and renewal business.
- Makes decisions regarding the resolution of all moderate and complex customer service problems: research and resolve coverage issues, audit issues, and billing discrepancies in a timely manner.
- Proactively maintains a partnership with the sales team, keeping them informed of pertinent account information and providing support and assistance for the development of new business.
- Independently communicates subjectivities and exclusions for new and renewal business and documents the difference in policy forms, coverages, and premiums when comparing various quotes.
- Uses specific industry training and knowledge to determine the client's needs, by identifying potential gaps in coverage, recommending, and implementing proper coverage.
- Continuously staying up to date on developing trends regarding carrier underwriting, appetite, and pricing changes. Applies knowledge to the negotiation of policies to provide the best comprehensive coverage to our clients.
- Solely responsible for understanding assigned accounts to give proper advice for changing situations, which may require modifications to existing coverage.
- Initiates renewal process and may conduct renewals in conjunction with the sales team members.
- Provides guidance to less experienced Account Managers and provides administrative direction to support staff.
- Other duties may be assigned to meet business needs.

Successful Candidates must possess:

- One (1) to three (3) years of hands-on Commercial Lines Account Management experience
- Professional designation preferred.
- Appropriate insurance agent's license required (property & casualty).
- Clear and effective communication and interpersonal skills, with demonstrated ability to interact and grow within a diverse group.
- Proven project management experience and track record of adapting quickly and working autonomously.
- Strong critical thinking, problem-solving & decision-making.
- A passion for customer service.

// About OVD

We are extremely proud of what we do. We are looking for a candidate that matches our passion for insurance to help build a plan tailored to each client's unique needs. OVD is a privately-owned full-service insurance agency providing support in Commercial Insurance, Employee Benefits, Personal Insurance, and Risk Solutions. We are always looking for professionals that are here to hustle and help us raise the bar. Our teams' collective ambitions are a reflection of our work and purpose, and you will find that prevalent in everything we do.

Value | Driven | Guidance

OVD Insurance is an equal opportunity employer and will consider all candidates for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability status, protected veteran status, or any other characteristic protected by law.