

COMMERCIAL LINES ACCOUNT MANAGER

OVD is searching for that rare breed of a hustler 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 team to obtain a thorough understanding of customers' prospects 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 promptly
- 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.
- 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
- Initiate renewal process and may conduct renewals in conjunction with the sales team members.
- Provides guidance to less experienced Account Managers and provide administrative direction to support staff
- Other duties may be assigned to meet business needs

Successful candidates must possess:

- Bachelor degree in Business or related field, equivalent experience may be acceptable
- 5 years Commercial Lines experience
- Excellent verbal, written and time management skills
- Strong analytical and problem-solving skills
- Ability to successfully utilize multiple systems simultaneously



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What OVD has to Offer:

- An opportunity to make an impact on our rapidly growing organization as an integral member of our hard-working, motivated, competitive OVD family
- We offer an exceptional compensation and benefits package
- Recognition, reward, and career growth potential
- We are passionate about insurance and customer service, we hustle, continuously raise the bar, hold each other to the highest standard, and love to have fun

If you are ambitious, eager to roll up your sleeves and get things done, we would love to talk to you!

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.

Grand Rapids | Raleigh | Pittsburgh

616.454.0800 | 2780 44th St SW, Wyoming, MI 49519 | ovdinsurance.com
