

## **COMMERCIAL LINES ACCOUNT MANAGER**

### **Position Summary**

The Commercial Lines Account Manager will be primarily responsible for the ongoing management of commercial clients, retention of new and renewal clients, and maintaining a strong partnership with the Producer to support business development activities while upholding high service standards.

**Location:** 2780 44th St SW, Wyoming, MI 49519

### **Here's what you'll do:**

- Manage accounts on a day-to-day basis, which includes coordinating services, answering questions, and resolving problems that may arise.
- Determine appropriate client service support for new and existing clients; respond to client and carrier inquiries, maintain & enhance the company's relationships with existing clients by executing proactive and ongoing contact initiatives.
- Negotiate pricing and secure the most appropriate carrier coverage based upon client needs for new and renewal business.
- Nurture and maintain ongoing relationships with carrier product managers.
- Work closely with OVD's sales team to understand client and/or prospect needs, submit coverage specifications, and obtain quotes from potential carriers for new and renewal business.
- Resolve all moderate and complex customer service problems: research and resolve coverage issues, audit issues, billing discrepancies in a timely manner.
- Maintain accounts/policies in EPIC; review insurance policies and endorsements for accuracy; review contracts and special certificate of insurance requests for compliance and response to insured.
- Document all correspondence in the Agency Management System.
- Build and maintain partnership with the producer by keeping them informed of pertinent information regarding accounts and supporting the development of new business.
- Ensure that the issued policy provides the coverages requested by our insured.
- Communicate subjectivities and exclusions for new and renewal business, and document coverage differences when comparing various quotes.
- Use specific industry training to determine the needs of the client, identify cross-selling opportunities, and bridge potential gaps in coverage.
- Stay current with industry knowledge of developing trends regarding carrier underwriting, appetite, and pricing changes. Apply knowledge to negotiation with carriers to provide the most comprehensive coverage to clients.
- Initiates renewal process and may conduct renewal presentations with the Producer.
- Provides guidance/mentorship to less experienced Account Managers and/or Account Coordinators.
- Any other duties and tasks required by the Company.

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### **Here's what you'll need:**

- Bachelor's degree preferred.
- Three (3) or more years of Account Management experience.
- Property & Casualty Insurance License required.
- Ability to work onsite in a full-time or hybrid capacity (management discretion).
- Excellent interpersonal skills. Warm, approachable, savvy, and empathetic. Creating trust is a key function of this role.
- Knowledgeable in project management principles. Can operationalize key organizational strategies.
- Ability to conceptualize and think creatively. Open to exploring new ways of approaching work that can improve results, accuracy, and efficiency.
- Extremely strong oral and written communication skills, including the ability to translate “technical speak” in a way that end users at all levels can understand.
- Intermediate to Advanced Excel skills (example – formula application & creation)
- High energy work ethic with ability to work independently while maintaining excellent customer relationships.
- Ability to work collaboratively with others.
- Ability to work without direct supervision.

### **Core Competencies:**

- Accuracy: Achievement of correct and precise work.
- Accountability: Acceptance of responsibility and one's own actions.
- Written Communication: Ability to write letters, reports, articles, and e-mails using clear and concise vocabulary, style, grammar, and punctuation.
- Customer Orientation: A desire to serve clients by focusing efforts on listening and responding effectively to customer questions, resolving customer problems to their satisfaction, and evaluating customer satisfaction.
- Problem-Solving: Ability to recognize courses of action which can be taken to handle problems or potential problems, and apply contingency plans to solve those problems.

### **Work Environment & Physical Requirements:**

The work environment and physical demands described here are representative of those that may be encountered and must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Low to Moderate noise (i.e. business office with computers, phones, and printers)
- Ability to work in a confined area.
- Ability to sit at a desk for an extended period.
- While performing the duties of this job, the employee may be regularly required to stand, sit, talk, hear, reach, stoop, kneel, and use hands and fingers to operate a computer, telephone and keyboard.
- Specific vision abilities required by this job include close vision requirements due to computer work and the ability to read and understand written word.
- Light to moderate lifting may be required.



**COMMERCIAL LINES ACCOUNT MANAGER**

OVD Insurance is an Equal Opportunity Employer, including disability and veteran, that celebrates diversity and believes employing a diverse workforce is key to our success. We are committed to providing equal employment opportunities to all individuals. All applicants will be considered for employment without attention to race, color, religion, age, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Executive Search Firms & Staffing Agencies: OVD Insurance does not accept unsolicited resumes from any agencies that have not signed a mutual service agreement. All unsolicited resumes will be considered OVD Insurance property, and OVD Insurance will not be obligated to pay a referral fee. This includes resumes submitted directly to Hiring Managers without contacting OVD Insurance Human Resources Talent Department.

We are not able to sponsor work visas for this position.

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_