Commercial Lines Account Manager
Job Description

What You Will Be Doing:

- Supporting the Producers in developing new business opportunities for existing client prospects ;
- Initiating the renewal process for existing clients, and discussing and creating renewal strategy with Producer
- Analyzes and compares current exposures and develops renewal or new business specifications for marketing ;
- Conducts marketing, negotiates rates, reviews quotes and coverages for competitiveness and accuracy ;
- Reviews and summarizes marketing results and prepares proposals ;
- Finalizes proposals and presentations in coordination with Producer ;
- Binds insurance coverage and prepares binders and/or delegate issuance of certificates
- Reviews policies for accuracy and review contracts ;
- Reviews client accounting history, responds to accounting inquiries, corrects discrepencies, and contacts clients on receivable collections ;
- Participates in the claims process including claim submission, which includes policy verification, making preliminary or tentative determinations of coverage for the purpose of payment and permanent record-keeping, follow-up and overall communication
- Provides technical guidance to staff assisting with client needs or procedural issues ;
- Fields phone calls from clients and companies regarding insurance, claims, or administrative problems and comply with the request and/or refer to the producer only when necessary.
- Maintains a suspense system to follow up on outstanding orders, correspondence, reports and follow up on overdue and suspense items.
- Maintains all client activity in the agency automation system. Maintain files in an orderly, up-to-date manner.
- Is familiar with and follows agency E & O guidelines.
- Prioritizes workload and/or requests assistance as required.
- Assume other job responsibilities as assigned by department manager.

Qualifications

- 5+ years' experience in commercial insurance with a focus on construction, is preferred
- Active Florida 2-20 license
- Preferably an Insurance Designation (CIC, CISR) but not mandatory
- Strong technical knowledge of commercial insurance products
- Must be a self-starter, imaginative and creative with excellent communication skills both verbal and written. Should have thorough understanding of commercial lines underwriting and coverages.
- Reliable and punctual
- Detail-oriented
- 3 references from prior employers/direct reports or insurance carrier representatives