



JOB TITLE: Commercial Insurance Account Manager I

LOCATION: Lincoln, NE

HOURS: Full Time

REPORTS TO: Team Leader

JOB SUMMARY

Account Manager I serves as the primary business contact for the client and is responsible for client satisfaction. The Account Manager I is expected to consistently provide excellent customer service to accounts, as well as represent client needs and goals within the organization to ensure quality. In addition, the Account Manager I should build relationships with clients to encourage ongoing business opportunities. Account Manager I handles between \$100,000-\$400,000 in agency revenue.

PRIMARY RESPONSIBILITIES

- Responsible for day to day communications, conflict resolution, and compliance on the client's account.
- Review all projects and material to be presented to the client to ensure quality standards and expectations are met.
- Take ownership of the client accounts that are assigned to you.
- Works closely with the team in order to maintain a continuous knowledge of client account in order to identify potential issues and/or opportunities.
- Ensure that all processes and procedures (policy issuances, changes, expirations, audits, monthly reports and cancellations) are completed and quality standards are met.
- Aware and pursue opportunities for account growth and new business, involving the risk advisors and any other key support members.
- Provide regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.
- Understand company capabilities and service, and effectively communicate all offerings to the client.

JOB REQUIREMENTS

Education: High school diploma or GED; college degree preferred.

Experience: Clerical and computer knowledge, one-three years' property & liability coverage experience.

Licensure: Current Nebraska license in commercial property/liability coverages or willingness to obtain license within the first 90 days of employment.

Skills/Abilities:

- Demonstrate oral and written communication skills with the ability to effectively interact with all levels within the organization.
- Proven track record of successful client advocacy in a fast-paced environment, emphasizing attention to detail.
- Ability to follow up on activities from start to finish.
- Demonstrate computer proficiency in Microsoft Office.