

Position: Senior Account Executive

JOB PURPOSE

- Account Management/Account Lead + Provide Strategic Risk Direction to Organisations within the portfolio
- Acquisition of A & B grade accounts
- To analyse information and data pertinent to risk factors and customer needs, customer lifecycle and prepare information to accurately assist the team in making strategic risk decisions and insurance recommendations.
- Training , development and mentorship of other account executives

Reports to: Managing Director

Direct Reports: Support and Administration Staff

Key Internal Relationships: PTW Law,

Key External Relationships: Ameet Prakash (Northcliff Claims), Steadfast Network, Alan Manning and the Team at LMI, Insurers and Underwriters, Experienced Insurers Business Relationship Managers

| Key Result Areas | TASKS | PERFORMANCE MEASURES |
|--|--|--|
| Renewal Portfolio Management | <ul style="list-style-type: none"> • <i>Complete the Renewal Placement Process</i> <ul style="list-style-type: none"> ○ <i>Pre renewal, remarket, negotiation and placement</i> ○ <i>Completion of Client Pre Renewal and Placement Reports</i> ○ <i>Renewal report application and effective communication of the clients risks/exposures to the client</i> ○ <i>Technical policy review and recommendations inline with client risk needs that were assessed and determined throughout the year with the clients</i> ○ <i>Consideration of present and future risk needs</i> ○ <i>Proficient in all Risk Transfer and Insurance Policy Lines</i> ○ <i>Able to rely on external tools to assess and determine risk exposure</i> ○ <i>Able to understand and interpret business financials</i> | <ul style="list-style-type: none"> • 90% @ 100 % renewal timeframe • <i>Meet Financial KPI</i> • <i>Retention/organic growth of Net 15%</i> • <i>Accurate and up to date documentation</i> • <i>Demonstrated an understanding of Insurer differences</i> |
| New Business Acquisition & Portfolio Management | <p>Business Risk Consulting</p> <ul style="list-style-type: none"> ○ <i>Able to put forward risk mitigation strategies that are alternate to insurance</i> | <p>A & B Accounts:</p> <p>100% on time 2 weeks before due date</p> <p>90-60 Obtain data</p> <p>60-30 Remarketing</p> <p>30-0 Collection of Funds</p> |
| Policy Maintenance and Compliance | <ul style="list-style-type: none"> • <i>Create and adapt the risk profile of the client to suitable Insurance Products, suited to Insurer quality and policy coverage</i> • <i>Develop a risk management plan around the insured's uninsured risks and engaging in on going customer relationship development</i> • <i>Conduct current visits and hazard identification</i> • <i>Conduct Risk Surveys and Client Education as needed</i> • <i>Develop Insurer and Underwriter relationships via regular and ongoing contact with them</i> | |

Position Description

Job Title | Senior Account Executive

| | | |
|--|---|--|
| Personal Development and Growth | Maintains own knowledge development Keeping upto date with new and emerging risks Continuing to develop remainder of the business Continuing self-training and qualifications where possible | |
| Risk Management | <ul style="list-style-type: none"> • <i>Survey Attendance and Survey Understanding</i> • <i>Risk Improvement on a macro level of the client portfolio through delivery of the measurable risk management activities</i> • <i>Negotiate with underwriters and insurers to deliver better outcomes for clients</i> | |

Qualifications and Experience

A minimum of 3-5 years as an Account Executive to Senior within the general insurance broking environment, specifically on commercial lines and have developed the following competencies:

Knowledge

Proven understanding of the major foundation lines under commercial insurance products
Knowledge of specialty lines within a specific industry
Proven knowledge of placement markets for proficient placements
Risk Surveys and compliance framework within a broking environment
Diploma in Broking (completion or commencement)
PI and ISR master class completion or commencement

Skills

Able to listen with intent to understand rather than listening to form a response
Excellent customer communication and interaction skills
Outstanding negotiation skills
New business development skills gained from a service-based environment
Excellent professional presentation skills
Ability to develop good working relationships with underwriters, other insurers and clients

Attributes

Empathy
Willing to self learn and pursue professional development
Committed to results, outcomes for customers
Willing to contribute to team goals
A fast and efficient worker
Honest and Transparent
Quality focussed
Possessing integrity

