

Client Account Manager

Personal Insurance



Northern Insurance Brokers provides our clients across Northern Ontario with expert advice in risk management and insurance.

As a broker partner of Navacord, one of the largest insurance brokers in Canada and a leader in Personal and Commercial Risk Management, our Client Account Managers have the opportunity to build a successful professional career in the Insurance Industry, with access to Navacord's proprietary Programs & Products.

SAULT STE. MARIE | REPORTING TO: Client Service Manager, Personal Insurance

POSITION OVERVIEW:

Northern Insurance Brokers is seeking a Client Account Manager to join our **Personal Insurance** team in Sault Ste. Marie.

The candidate will be responsible for the growth and maintenance of our existing client base by providing policyholders with a Great Client Experience, through proactively managing Client Relationships and responding to inbound client requests.

No prior Insurance experience is required - If you are skilled in Client Service, Sales, and Relationship Management, we can support the development of your insurance knowledge through detailed training programs and licensing support.

RESPONSIBILITIES:

- ▶ Support and maintain strong relationships with current policyholders by responding to inbound client inquiries & requests
- ▶ Proactively manage client relationships by identifying needs and delivering proactive, advice-based risk management solutions
- ▶ Support and engage with the Sales Team and existing Client Service Teams in Sault Ste. Marie, Sudbury, and Thunder Bay
- ▶ Grow our client base through account-rounding, referrals, and cross-selling
- ▶ Contribute to the achievement of Organic Growth and enhancing Client Experience
- ▶ Continuously improve your technical and market knowledge through ongoing training & networking to achieve goals and deliver results
- ▶ Be active in your networks and your community, doing your part to represent Northern and Navacord in the marketplace

KEY EMPLOYEE BENEFITS:

- ▶ Competitive Compensation including a Full Benefits Package and a Comprehensive Pension Plan
- ▶ Professional Development Courses and Designation opportunities
- ▶ Opportunity to work as part of a high-performance team of experienced and respected insurance professionals

THE IDEAL CANDIDATE:

- ✓ Possesses a professional Client Service background with the demonstrated ability to manage lasting relationships by providing exceptional customer service
- ✓ Is dedicated to building their insurance industry knowledge and capabilities, with a long-term career focus
- ✓ Excels in a fast-paced environment by easily adapting, staying organized, and solving problems effectively
- ✓ Is a natural networker who is driven by the desire for constant improvement
- ✓ Is a self-starter with strong written and oral communication skills, presentation skills, and organizational skills
- ✓ Post-Secondary Degree Required; RIBO license, CIP, and CAIB designations preferred
- ✓ Fluent in English; French is an asset
- ✓ Advanced skills in Outlook, Excel, Word

We are an equal opportunity employer who is dedicated to fostering a diverse workforce and inclusive company culture.

Qualified applicants please apply at www.northernins.ca/careers