

Client Account Manager

Commercial 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 career with an entrepreneurial mindset, with access to Navacord's proprietary Programs and Products.

NORTHERN ONTARIO | REPORTING TO: VP, Commercial Insurance

POSITION OVERVIEW:

Northern Insurance Brokers is seeking an experienced **Client Account Manager** to join our growing team as we expand into **Thunder Bay**. The candidate will be responsible for the growth and maintenance of our existing client base by providing policyholders with a Great Client Experience, proactively managing Client Relationships and responding to inbound client requests.

The Account Manager plays a pivotal role in Client Relationship Management through the handling of a book of business by servicing clients in a courteous and professional manner, and assisting the Risk Advisor with obtaining, maintaining, and growing the business.

RESPONSIBILITIES:

- ▶ Proactively cultivate existing client relationships by anticipating their needs and offering tailored solutions
- ▶ Provide responsive support to current policyholders by addressing inbound client inquiries and requests
- ▶ Grow our client base through account-rounding, referrals, and cross-selling
- ▶ Support and engage with the Commercial Sales Team and existing Client Service Teams in Sudbury, Sault Ste. Marie, and across Northern Ontario
- ▶ Continuously improve your technical and market knowledge through ongoing training and networking to achieve goals and deliver results
- ▶ Be active in your networks and your community, doing your part to represent Northern Insurance Brokers and Navacord in the marketplace

KEY EMPLOYEE BENEFITS:

- ▶ Competitive Compensation, including aggressive Variable Compensation opportunities, full Benefits Package and comprehensive Pension Plan
- ▶ Professional Development Courses and Designation opportunities
- ▶ Flexible Work Arrangements
- ▶ 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
- ✓ Builds rapport and relationships through internal team mentorship and external client relations
- ✓ Thrives in a fast-paced environment by adapting quickly, staying organized, and solving problems efficiently
- ✓ Is a self-starter with strong written and oral communication skills, presentation skills, and organizational skills
- ✓ 2+ years of Commercial Insurance experience
- ✓ Post-Secondary Degree and RIBO license required; CIP, CRM, and CAIB designations preferred
- ✓ Fluent in English; French is an asset
- ✓ Advanced skills in Outlook, Excel, and 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