
Position:	Associate Account Manager	Branch:	Timmins
Department:	Personal Lines	Status:	Full Time
Reports To:	Manager, Personal Lines	Direct Reports:	None

Position Summary

The Personal Lines Associate Account Manager position provides in-house customer service excellence to our Personal Lines clients and administration support to the team. This is an excellent opportunity to join our fast-growing organization and opportunity for growth.

Key Duties & Responsibilities:

1. Respond professionally and promptly to all incoming and outgoing (phone, e-mail, written correspondence) from internal and external clients regarding insurance, claims, or administrative problems. Comply with the request according to established corporate procedures and timelines.
2. Foster and encourage positive working relationships with internal and external companies.
3. Maintain an abeyance system to follow-up on outstanding request, payments, correspondence, reports, and follow-up on overdue items according to accepted timelines.
4. Identify and access cross-selling and up-selling opportunities within the assigned book.
5. Refer new business requests as directed by the Personal Lines Manager.
6. Accurate scanning and forwarding of electronic files to correct staff member(s).
7. Cover reception when required.

Qualifications:

1. RIBO License is required or ability to obtain RIBO License within 90 days of your employment start date.
2. Minimum 3 - 5 years' experience in a client facing position, servicing clientele. Personal Lines Insurance industry experience and insurance market knowledge will be a definite asset.
3. Knowledge of TAM, Compu-Quote, Paperwise and Outlook would be an asset.
4. Working knowledge of MS Office (Word, Excel and Outlook).
5. Willingness to learn, take initiative and work independently.
6. Self-motivating, client oriented and a team player.
7. Excellent organizational skills.
8. Strong verbal and written communication skills.
9. Ability to meet deadlines, multi task and prioritize in a fast paced environment.

Qualified candidates are encouraged to apply by submitting your cover letter and resume to careers@pblinsurance.com quoting job # TI 18-03