

## **BROWN & BROWN OF PENNSYLVANIA LP**

### **PROPERTY/CASUALTY ACCOUNT MANAGER JOB DESCRIPTION**

**UPDATED AUGUST 2016**

**POSITION REPORTS TO:** Commercial Insurance Manager

**POSITION SUMMARY:** Build client relationship in conjunction with Producers by providing quality customer service to ensure retention of clients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Build, expand and solidify relationships with clients by addressing the client's needs, including the identification and resolution of underwriting or policy issues.
2. Build, expand and solidify relationships with carriers through regular communication and interaction on assigned accounts.
3. Manage the renewal process with the producer for all assigned clients including reviewing loss information, providing assistance in obtaining updated information, handling renewal applications, remarketing, account rounding, reviewing and negotiating the renewal pricing as well as preparing the renewal proposal and binders.
4. Responsible for the day-to-day account management of client accounts, including but not limited to processing policies / endorsements, invoicing , certificates of insurance, premium breakdowns, auto ID cards, policy changes, review of policy forms, providing coverage comparisons, loss analysis and responding to coverage questions.
5. Contract and certificate requirement review as needed.
6. Maintaining the agency database for assigned clients.
7. Documentation of conversations and information provided to and/or for clients.
8. Participate in client visits, if needed.
9. Communicate and share information with fellow associates in regards to coverage issues, market availability and market conditions.
10. Promote the agency and insurance industry in the community.
11. Keep informed of industry developments by reading periodicals, publications and attending continuing education classes.
12. Perform other duties as assigned.

## **ESSENTIAL SKILLS, EDUCATION AND/OR REQUIREMENTS:**

1. College degree preferred or minimum of two years experience in the insurance industry.
2. Skilled and knowledgeable of Word and Excel computer software.
3. Ability and willingness to learn AMS 360.
4. Ability to work at a computer terminal for extended periods of time.
5. Ability to work in fast paced environment.
6. Self starter with organizational skills and ability to work with details.
7. Good written and oral communication skills.
8. Insurance agents license must be obtained within 3 months.
9. Willingness to pursue either CISR, CIC or CPCU designation.
10. Willingness to work in a team environment and act as a back-up when needed
11. Professional appearance

***This job description is not meant to be an all inclusive statement of the duties and responsibilities listed above. Other appropriate duties may be included from time to time.***

If you feel that you are a strong candidate for the above position, please submit your resume to: **jobs@bbofpa.com**

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