

Account Manager – Commercial Lines

Company Name: Halpenny Insurance Brokers Ltd.

Location: 1550A Laperriere Ave. Suite 104, Ottawa, ON, K1Z 7T2

About Halpenny

Halpenny Insurance Brokers Ltd is the largest independent insurance broker in Ottawa with roots since 1912. We take pride in providing advice and personalized service to our valued clients, protecting what matters most to them, and offering comprehensive insurance coverage that suits their unique requirements. As we continue to grow, we are looking for reliable, driven, customer-centric, and team-oriented individuals to join our expanding team.

Job Description

A Commercial Account Manager is responsible for managing client accounts and maintaining relationships with insurance companies and clients. The primary role is to ensure client satisfaction and retention by providing excellent customer service and effectively addressing insurance needs. You will play an integral role in providing excellent customer service throughout the entire customer journey.

Responsibilities

Building and maintaining strong relationships with clients to understand their insurance requirements

- Prepare and present clear and concise insurance proposals to clients, fully explaining the benefits and terms
- Assisting clients with policy renewals, modifications, and claims processing
- Analyzing client accounts to identify potential risks and recommend appropriate coverage solutions
- Upselling valuable optional coverages
- Collaborating with insurance underwriters to negotiate terms and conditions of policies
- Researching and keeping up-to-date with industry trends, regulations, and changes in insurance products

- Maintain accurate and organized client records and documentation in compliance with regulatory standards.
- Resolving client inquiries, concerns, and complaints in a timely and professional manner
- Collaborating with other internal departments, such as claims and underwriting, to provide client solutions

Requirements

- Bachelor's degree in Business, Finance or a related field is an asset
- RIBO Licensed
- CIP Designation, or working towards CIP Designation is an asset
- Relevant experience in the insurance industry, preferably in an Account Manager role
- Strong knowledge of commercial insurance products, policies and coverage options
- Excellent communication and interpersonal skills to build and maintain client relationships
- Ability to analyze client needs and recommend solutions
- Attention to detail and strong organizational skills
- Proficiency in using insurance management software and computer systems
- Bilingualism (English and French) is an asset

Benefits

Halpenny Insurance Brokers Ltd. is proud to offer a wide array of benefits which include but are not limited to:

- Competitive salary with commission opportunities
- Comprehensive group benefits, including health, dental, a wellness savings account, and Group RRSP
- Personal and professional development programs, on-demand e-learning, and tuition reimbursement
- Flexible personal days for illness, emergencies, or family needs
- Collaborative and inclusive work environment with supportive management
- Educational assistance for industry designations
- Flexible working arrangements to support work-life balance



How to Apply

If you believe you are the ideal candidate for this position and have relevant experience, we would be delighted to hear from you! To apply, please send your updated resume and a cover letter outlining your qualifications and why you'd be a great fit for this role to careers@halpenny.com. We look forward to receiving your application!