



Adventist Risk Management Job Description

Job Title: Account Executive

Department: Client Care

Category/Pay Grade: Exempt/ 1000

Supervisor: Manager, Client Care

Location: Silver Spring, MD (General Conference)

POSITION SUMMARY

Account Executives will promote and sell the company's insurance products to existing and new clients in their assigned territory, while maintaining high quality customer service. They must have a full, exacting and detailed knowledge of the company's products and risk management resources that will supply the most appropriate solutions to their client's needs. Account Executives will work with clients to develop both insurance and risk management solutions for managing the risks to their organization.

AUTHORITY/ACCOUNTABILITY

This position reports to the Manager of Client Care. Has authority to provide professional risk management consulting services to assigned territory as directed by supervisor.

ESSENTIAL JOB RESPONSIBILITIES:

1. Call on policyholders to deliver and explain policy, to analyze risk management program and suggest additions or changes.
2. Contact underwriter and submit completed application forms to obtain coverage.
3. Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
4. Deliver great customer service by responding swiftly to queries and concerns from clients, evaluating customer's needs for new opportunities.
5. Develop annual sales and service plans that effectively manage resources to maximize return on expenditures and provide value to the client.
6. Follow-up on accounts receivable in order to keep all client accounts on a current basis.
7. Responsible to lead in the identification, evaluation, mitigation, and monitoring of the client's operational and strategic risk.
8. Conduct regular risk management assessments with each client to review their claim experience, and risk management programs.
9. Maintain current knowledge about the competition, market threats and challenges, and communicate those concerns with the company.
10. Maintain regular contact with other ARM departments to ensure the timely processing of changes, renewals, claims and other problem-solving issues.
11. Provide oversight to assigned CSR's workload in conjunction with the Lead CSR.
12. Maintain professional and technical knowledge by participating in training.
13. Perform other duties and projects as assigned by management.

EDUCATION AND EXPERIENCE

College degree required. Must obtain producer's license (Property & Casualty License) within the first 90 days of hire. A professional designation (ex: ARM, AINS, etc.) is required (or obtained within the first 15 months of hire). Must continue to obtain additional designations in the areas of insurance/risk management. Must have a minimum of 2-5 years of pertinent experience. Proficiency in speaking and writing Spanish preferred.

KNOWLEDGE AND ABILITIES

Good working knowledge of the following required: Insurance products, Insurance Laws, Risk Management Practices, Loss Control/Safety, Claims Principles and Practices, Underwriting Principles, and Church Structure - including Church Working Policy.

Good PC skills using Microsoft Office suite required. Must exercise sound and mature professional judgment. Must be organized, manage time well, be self-motivated, and able to learn quickly. Must be able to learn and understand company structure and policies and be a team player with strong interpersonal skills.

Must possess good telephone etiquette, good oral communication skills and present a positive service-oriented attitude. Must possess good written communication skills, including the ability to compose professional business correspondence and various reports. Must have strong supervisory skills. Must possess good public speaking/presentation skills in order to successfully prepare and conduct client training workshops etc. Must be able to work successfully in a stressful, deadline-oriented environment.

If you are interested in this position please contact ARM Human Resources at 301-453-6983 or email:
rfiddis@adventistrisk.org by 1/27/2020.