AMI GROUP, INC.

POSITION: SENIOR BENEFITS ACCOUNT MANAGER

THE COMPANY:

AMI Group, Inc. was founded by Anthony and Nicole Macchione in 2012. We are a privately held, Insurance, Staffing, Risk Management company. AMI Group, Inc. is one of the fastest-growing independent agencies in the state of Illinois. Headquartered in St. Charles, IL with locations throughout the Chicagoland area.

Please visit our website at www.aminsurancegroup.com

LOCATION: Headquarters in St Charles, IL 60175

JOB TYPE: Full Time. Salary and Benefits + 401k Company match

RESPONSIBILITIES:
EXECUTION OF CLIENT SERVICE

- Works with Producer and/or Account Executives, service team, and other internal departments to plan, execute, and track customized service strategy for each client, designed to create measurable value and efficiencies in their businesses
- Manages creation of proposals, providing summary of programs and options, service plan, and other specific deliverables designed to support clients in making decisions about insurance programs
- Builds personalized client relationships through demonstrated ownership of the service plan and multiple channels of communication such as phone, email, and in-person meetings
- Analyzes risk, coverage, program structure and recommends options; executes coverage and program changes
- Oversees the accuracy and display of information in client portals; consults with and enacts client decisions on access to portal by their staff
- Leverages insurance knowledge and communication skills to explain coverage terms, program options, and other items to clients as needed
- Works with internal departments to ensure cohesiveness and timeliness of service execution, and creates report of service plan execution through commitment report
- Takes an enterprise-wide approach to client service by collaborating with other service teams to create a cohesive client service experience
- Manages time effectively to prioritize workload, client service requests, and service parameters on business processes

MARKET STRATEGY AND NEGOTIATION

- Works with service team to effectively manage and oversee new business and renewal processes by following workflow procedures and best practices
- Creates submission for underwriters, by engaging with clients and prospective clients on their exposures, coverages and program needs, assembling into submission package following best practices
- Communicates with underwriters on submissions and negotiates premium, coverage, and other terms on behalf of clients
- Evaluates coverage, terms, and conditions of quotes received from underwriters; compares quote options from multiple carriers and presents coverage comparisons as requested
- Remains current on forms, coverage, insurance carriers, industry trends, and legislation

- Maintains positive working relationships with insurance carriers, attends meetings and events as appropriate, and proactively learns about their products and underwriting approaches

DATA AND PROCESS INTEGRITY

- Consistently follows client service workflows and appropriately engages internal resources such as process support team, procedure manuals and reporting tools to ensure efficiency and accuracy of execution

- Accurately maintains complete client files including the clear documentation of account detail in agency management systems including policy information, activities, attachments, and correspondence

- Achieves desired levels of data completeness and process integrity by consistently meeting activity timelines, quality metrics, and goals

PEER RELATIONSHIPS

- Participates in ongoing scheduled meetings with service team to discuss accounts, renewals, service needs, service platform, etc.

- Trains, guides, and mentors Client Service Representatives and other peers

- Communicates effectively with Client Service Representatives and provides timely and complete information to allow them to establish positive client relationships and efficiently manage their processes and workload

- Develops successful and effective working relationships with Producers, Account Executives, Client Service Representatives, service team members, managers, carriers, and members of other departments

QUALIFICATIONS

REQUIRED:

- Upon hire, Producers License for Life/Health

- 2+ years Account Manager experience within an insurance brokerage, or comparable experience

PREFERRED

- BS/ BA in Business, Insurance or related field

- CPCU, ARM, CEBS, or other professional insurance designation related to discipline

- Experience working with agency management systems

- Proficient skill level in Microsoft Office Suite

Please send a resume with contact information and cover letter to info@aminsurancegroup.com for consideration.

*We are an **equal opportunity** employer. All applicants will be considered for **employment** without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status*