

## JOB DESCRIPTION

**POSITION TITLE:** Account Manager (AM)  
**DEPARTMENT:** GROUP BENEFITS  
**REPORTS TO:** Group Benefits Department Manager  
**FLSA Status:** Non-exempt

### **SUMMARY:**

The Account Manager (AM) is responsible for assisting group clients with service needs, making changes to existing accounts, meeting service and sales standards, as well as upholding the quality and service standards developed by the agency. The AM will also act as a liaison between client and insurance company, recognizing the client's exposures and needs and securing coverage (as directed by the group benefits advisor/producer) to adequately protect the client. This position will provide assistance to the producer in the handling, processing, and marketing of new and renewal group business. This position also includes the daily responsibility of managing the workload via the Benefit Point Agency Management system. This requires the ability to work in a fast paced, high interruption, high volume workload environment.

### **ESSENTIAL FUNCTIONS:**

- Maintain the tracking and servicing process through Benefit Point (agency management system) – this is a critical and integral part of the position.
- Make client visits with producers when requested, and accept visits with clients in our office as required.
- Assist in marketing renewals following agency standards by contacting insured for updated renewal information at least ninety (90) days in advance. Assist producers as directed during renewal process.
- Re-market renewals, contact clients, create renewal proposals, prepare spreadsheets for plan options, and handle other renewal activities in coordination with the producers.
- Conduct open enrollment meetings which may include travel.
- Request renewals, endorsements and other needed data from the carriers and clients. Solicit advisors/producer's assistance when necessary in order to issue coverage in a timely, efficient manner.
- Check new and renewal benefit plan contracts and summaries of coverage per guidelines for accuracy in rating, coverage and general proofing.
- Assist clients with service needs making changes to existing or new accounts, answering coverage questions and providing documentation of the changes to them.
- Work with the carriers and producer(s) to ensure clients requests are handled properly.

- Maintain working files in an orderly, up-to-date manner.
- Prepare proposals and complete applications in coordination with producer(s), submit applications to eligible and appropriate carriers; obtain client signatures on all applications; follow up to ensure timely receipt of quotations and benefit plan contracts.
- Prepare summaries of insurance, schedules and proposals as needed for account review.
- Determine reasons for requests for cancellations; act to save accounts; notify producer(s) according to agency standards.
- Review all activities relating to the public, clients and carriers to avoid issues involving potential errors and omissions.
- Assist in design of or independently design insurance plans for clients as assigned and directed by the agency management.
- Participate in seminars and other training opportunities to maintain required licenses and for knowledge/skill development.
- Keep advisor/producer(s) fully informed of important activities on their accounts.
- Perform other duties as requested.

#### **MARGINAL FUNCTIONS:**

- Inform and educate clients about plan coverage, changes, exclusion and insurance coverage needs.
- Provide training to others as requested.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be a self-starter, imaginative and creative with good communication skills both verbal and written.
- Strong problem solving, analytical, and organizational skills required. Ability to establish relationships crucial.
- Must be able to perform in a fast-paced, multi-tasked, high disruption environment.
- Should have thorough understanding of underwriting and plans/coverage.

#### **OTHER REQUIREMENTS:**

- Maintain Life and Health License and comply with continuing education regulations.
- College degree preferred.
- Minimum of 3 years experience required.
- Knowledge of rating procedures, coverage, and industry operations to effectively manage and maintain business/accounts.
- Full knowledge of insurance markets and reference to markets.
- Requires occasional travel.

#### **JOB PERFORMANCE STANDARDS:**

This job description is intended to describe the level of work required of the person

performing the job, and the physical requirements normal to the position. Essential functions are outlined; other duties may be assigned as needs arise or as required to support the essential functions. Specific performance objectives will be developed each year to measure performance.

**REASONABLE ACCOMMODATIONS:**

This description is not intended as a contract and is subject to change and revision. Any written contractual agreements will supersede this job description. All requirements may be modified to reasonably accommodate physically or mentally challenged employees.

**EMPLOYER'S RIGHTS:**

This job description does not list all the duties of the job. You may be asked by your supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks and functions listed in this job description.

The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

**Date prepared: Revised 2/9/12 (tcm)**