

POSITION DESCRIPTION

ACCOUNT EXECUTIVE

Position Title	Account Executive
Practice / Unit	Corporate
Reports to	Senior Account Executive/Principal

PRIME RESPONSIBILITY

- § Assist the Senior Account Executive and Principal in all aspects of client service, including client contact, administration, technical support and business development.
- § Ensure the accurate, efficient and timely production of all client, insurer and policy related documentation.
- § Assist in the management and development of Assistant Account Executives.

ACCOUNTABILITIES

Account and Team Management

- § Assist Senior Account Executives/Principals with the development, implementation and management of risk management and insurance programs which accurately address client needs;
- § Assist Senior Account Executives/Principals with the development and maintenance of effective long term relationships with key client decision makers through regular meetings and liaison;
- § Work with Senior Account Executives/Principals to gain an understanding of the client's business, risk management and insurance needs;
- § Implement renewal and broking strategies in accordance with instructions received from Senior Account Executives/Principals;
- § Actively assist Senior Account Executives/Principals with the development of additional business from their existing portfolios and with the acquisition of new business.
- § Apply Company strategies through the provision of new products which benefit the client;
- § Assist Senior Account Executives/Principals with the implementation of appropriate account retention and defence strategies;
- § Assist Senior Account Executives/Principals and Claims personnel with the negotiation of equitable claim settlements on behalf of clients;
- § Monitor the accuracy and performance of Assistant Account Executives within the team;
- § Assist in the development and training of Assistant Account Executives by encouraging and developing their skills through on the job training, coaching regular performance feedback and external training.
- § Develop and maintain an understanding of new technologies and capabilities of the Company

Administration & Technical

- § Ensure the timely and accurate production/processing of:-
 - § invoices and related policy accounting documentation;
 - § quotation and placing slips;
 - § premium and adjustment calculations;
 - § information and documentation for Pre-Renewal and Broking meetings;
 - § policy wordings and endorsements for ratification by Account Mangers;
 - § renewal reports and insurance manuals;
 - § certificates of currency;
 - § up to date computer system records;
 - § current and outstanding documentation follow ups;
 - § all other documentation.
- § Assist Senior Account Executives/Principals with negotiations with insurers;
- § Ensure that accurate up to date records on all clients are maintained at all times;
- § Possess a thorough understanding of all major classes of insurance which the Company offers to its clients;
- § Possess a thorough working knowledge of all aspects of the Insurance (Agents & Brokers) Act, Insurance Contracts Act, Fire Services Levy, Stamp Duties, Worker's Compensation and other relevant legislation;
- § Comply fully with the Company's errors and omissions avoidance policy;
- § Assume temporary responsibility for the portfolio and team during the absence of Senior Account Executives and assist during the temporary absence of other Account Executives;
- § Other duties as may be required from time to time.

QUALIFICATIONS

Professional Accreditation/Membership

- § Meet the training requirements of Tier 1 FSRA compliance
- § Associate – The Institute
- § Admission as a Qualified Practicing Insurance Broker by the National Insurance Brokers Association of Australia.

KEY COMPETENCIES

- § Client Service - Consistent provision of excellent technical, administrative and consulting support to internal and external clients with frequent reference back to their needs.
- § Change - Possesses an in-depth understanding of factors impacting on the delivery of services by the Company, including awareness of environmental, financial, regulatory and social factors affecting company and clients' operations and business and knowledge of internal company technological and product capabilities.
- § Commercial Acumen - Possesses an in-depth understanding of factors impacting on the delivery of services by the Company, including awareness of environmental, financial, regulatory and social factors affecting company and clients' operations and business and knowledge of internal company technological and product capabilities.

- § Planning and Organization - Establishes courses of action for self and others to ensure that work is completed efficiently and on time.
- § Drive & Self Motivation - Seeks out and acts on opportunities and calculated risks. Demonstrates a willingness to take on increased responsibilities and displays the ability to act independently with minimal yet appropriate reference back to manager/supervisor.

Assumed Competencies include – Quality & Compliance, Working Relationships/Teamwork, Communication

RELATIONSHIPS

(Indicate internal Business Unit/s and external suppliers/customers with which this position interacts)

INTERNAL	EXTERNAL	RESPONSIBLE FOR (REPORTING POSITIONS)
Senior Account Executives	Insurers	Nil
Account Executives	Clients	
Assistant Account Executives		
Finance Department		
Property Services		