

# PERSONAL LINES ACCOUNT MANAGER

HENDERSON  
INSURANCE

NAVACORD<sup>®</sup>

REGINA, SK | REPORTING TO: Retail Team Leader

## POSITION OVERVIEW:

Henderson Insurance is looking for talent in the insurance industry! We are accepting applications for those who want to build a career in Personal Insurance. The Personal Lines Account Manager is responsible for providing prompt, accurate and courteous service to clients, grow an assigned book of business and perform some SGI Motor License Issuing. Education is a pillar of Henderson's values and as such we will support your insurance education. Scheduling for this position is flexible as some evenings and weekends are included as part of our team's culture.

## RESPONSIBILITIES:

- Service existing book of business and grow personal lines through walk in clients and personal network
- Providing clients with prompt service and customized advice, responding to general inquiries including but not limited to telephone, e-mail, and in-person inquiries from clients, colleagues, and other parties
- Assist with processing all policy documentation: new business, renewals, endorsements, etc. in a timely manner
- Regularly review existing accounts and follow up with clients as required
- Assist clients through their claim process
- Perform some motor license issuing and generate new Personal Lines business
- Establish and maintain a professional relationship both with our clients and insurance company representatives
- Other duties and responsibilities as assigned

## REQUIREMENTS:

- 1 year of insurance experience preferred
- Post-Secondary or Diploma preferred
- Level 1 General license is an asset
- Able to build and maintain lasting relationships with clients and key business partners communicating effectively both verbally and in writing
- Focus on teamwork, communication, innovation, and adaptability, along with being customer centric, results oriented, and overall business sense
- Analytical; strong problem solver, critical thinking, decision making and working ahead of potential challenges
- High degree of resourcefulness and flexibility
- Ability to effectively participate in multiple projects and meet aggressive deadlines



*We are committed to providing accommodation upon request for applicants and employees with disabilities. If you require accommodation, we will work with you to meet your needs.*