

**Job Description**

**Title:** Account Executive  
**Reports To:** Manager, Insurance Operations

**Department:** Insurance Operations

**EDUCATION REQUIRED:**

University or College Education  
 RIBO Designation

**EXPERIENCE REQUIRED:**

Minimum of 5 years commercial general insurance and or brokerage working experience

**SKILLS AND ATTRIBUTES REQUIRED:**

- Well organized with the ability to multi-task
- Customer service oriented
- Ability to maintain a high level of accuracy and confidentiality
- Highly developed presentation skills
- Ability to work independently as well as in a team
- Exceptional time management skills
- Outstanding verbal and written communication skills
- Ability to exercise discretion and tact in sensitive and confidential situations
- Advanced computer proficiency with special emphasis on the Microsoft Office suite of tools
- Superior analytical skills
- Valid Ontario Drivers Licence and access to a vehicle

**DUTIES AND RESPONSIBILITIES:**

- Respond orally or in writing to questions from clients regarding coverage's, including review of current insurance, expansion of present cover or addition of new coverage's
- Review contracts and agreements and recommendations
- Oversee production of various documents, including third party certificates, coverage summaries, premium summaries, bordereaux, etc
- Produce renewals
- Make regular contacts with subscribers through meeting and presentations
- Review and assess new applications, negotiate premiums, deductibles, and policy terms and then develop a quotation independently or with other HIROC staff
- Present the quotation to the applicant and follow up the status after
- Assess needs of clients for new products and services available in the marketplace
- Calculate amounts to be invoiced, including premiums for new business and other charges
- Assist with annual renewal procedures as required
- Adjust premiums as required
- Act as initial contact for non-liability claims
- Advise clients re deductibles and coverages
- Meet regularly with claims examiners to discuss coverage issues and specific claims
- Communicate orally or in writing how coverage will match client needs
- Recommend new or changed coverage; determine appropriate market; arrange for implementation with the selected insurance market
- Review subscriber and health care literature and industry publication for changing needs and products
- Consult with HIROC staff in other departments regarding various issues and special projects
- Supervise activities of CSR staff in brokerage on document processing or client service
- Assist in the training of new staff
- Other duties as assigned

**HOURS OF WORK:**

Monday-Friday 8:30 a.m. – 4:30 p.m. May be required to attend off hours functions/meetings.

**WORKING CONDITIONS:**

Normal working conditions in an office setting. Some travel will be required mostly in GTA (Approx 20% of time).

Please send your resume to:

[hr@hiroc.com](mailto:hr@hiroc.com)

In order to be considered for this position, please include a current resume or detailed qualifications summary with your application. Only those selected for an interview will be contacted