



Account Executive JOB DESCRIPTION

POSITION TITLE: Account Executive

REPORTS TO: Director of Operations

SALARY RANGE: \$85,000-\$105,000 (subject to experience, education, and designations)

PRIMARY OBJECTIVE:

To assist the Producer in the selling of new and renewal business, and coordinating the services promised to the customer.

PREFERRED POSITION QUALIFICATIONS:

- Must have P&C License
- Prefer a college degree or at least 5 years of CSR or insurance sales experience
- Must have CIC designation
- Must have good working knowledge of all business insurance coverage and insurance premium rating methods
- Must have knowledge of Highly Protected Risk property and coverage
- Understand Large Deductible program
- Have working knowledge of Risk Retention Groups and Captive Operations
- Must have excellent verbal and written communication skills
- Must have and present oneself in a professional business-like manner in speech and dress
- Must have an out-going competitive nature
- If no Sales experience, or weak sales skills, then must complete a company required sales training program
- Must have a good working knowledge of agency management system

DUTIES & RESPONSIBILITIES:

- Know and follow CRS Insurance Brokerage procedures and data management system
- Know the products and services provided by CRS
- Know CRS markets and their appetites
- Know and maintain positive working relationships with the various departments and employees of the carriers to be used
- Know the products and rating plans offered by the carriers represented by CRS
- Assist the Producer in the and selling of new accounts.
- Assist and take a leadership role in the renewal & marketing process to ensure the best possible solutions are delivered to clients in a high quality and timely manner
- Negotiate directly with the carrier regarding coverages, pricing and services needed
- Communicate directly with the CRS Risk Services Dept. or with the Carrier Claim Personnel as needed
- Coordinate, implement, and monitor the CRS and carrier services sold to the customer
- Review and analyze insured's contracts regarding insurance requirements and program compliance
- Review COI requests for program compliance
- Maintain positive relationships with the customers
- Supporting your team to meet client demands, achieve both renewal retention and growth goals



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- Collaborate with designated producer responsible for the book of business and proactively make recommendations
- Mentor team members through continuous learning, transparent feedback, and strong talent development
- Maintain accurate client and policy data and documents within the agency management system
- Assist in the collection of premium and fees due CRS
- Work well with the staff of CRS and the assigned service team
- Maintain the necessary licenses and certifications
- Meet with Agent regularly as workload requires
- Meet with Clients as needed or directed by Agent
- Round accounts, selling additional coverage needed
- Other activities as needed or assigned



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Sales Process

- Accompany Producer on new business appointment and secure the information needed
- Review quotes & present recommendations with Producer
- Negotiate pricing or terms as needed
- Finalize the proposal as discussed with agent, then set the appointment with the prospect and Producer
- Attend proposal with Producer and take notes of any changes to be made
- Complete bind order and give file to Account Manager to finish binding
- Other sales activities as directed by the agent



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Renewal Process

- Meet with Producer and Assistant AE 120 days prior to expiration to determine the renewal strategy
 - Meet with Assistant Account Executive to let them know the decided strategy
- *Prepare the renewal submission file and pre-renewal packet (If not working with Assistant AE)*
- Arrange the pre-renewal meeting and attend with the Producer, documenting the discussion and exposure updates, or doing the pre-renewal meeting when requested
- *Update the applications on the system and other information needed in the renewal submission file (If not working with Assistant AE)*
- *Submit the renewal file to markets, communicating with the underwriters to secure the quotes by the date needed (If not working with Assistant AE)*
- *Prepare a spreadsheet of the quotes and review with the Producer (If not working with Assistant AE)*
- Finalize the renewal proposal and review with Agent before appointment
- Set renewal appointment and attend with the Producer, taking notes of any changes to be made to the coverage, or making the presentation when requested
- Complete the bind order and give renewal file to Account Manager to finish
- Other sales activities as directed by the agent