

# CAREER OPPORTUNITY



## Personal Lines Account Manager (Broker Service)

Elmira, Chatham, London, ON | Full Time

### POSITION OVERVIEW

As a Personal Lines Account Manager within our Broker Service Division, your objective will be to exceed service standards with key focus on retention and growth targets for our P&C clientele. We are looking for a dynamic and energetic RIBO service representative interested in helping clients feel confident and appreciated with their insurance policies with PIB. The role focuses on service with relationship building in collaboration with PIB's Account Executive – broker sales producers, carrier contacts, networks and center of influences within our PIB divisions.

### ABOUT US

Programmed Insurance Brokers Inc. (PIB) is a leading full-service, multi-line insurance, and financial services agency, established in 1980. As a nationally licensed agency with access to a diverse insurance carrier market and investment firms, PIB offers unique insurance solutions and custom financial services that empower our clients with real choices. Our personalized approach, industry expertise, and commitment to integrity have helped us earn and retain our clients' trust and confidence over the years.

No matter how small or how large your insurance or financial planning needs are - whether you have a personal or corporate need - we can help you find an insurance or financial solution that will work for you.

- Wealth Management & Financial Planning
- Commercial Business Solutions
- Group Benefits & Group Retirement Services
- Life Insurance & Living Benefits
- Home & Auto Insurance

### RESPONSIBILITIES

- Maintain and enhance relationships with our existing book of business clients.
- Front line contact to assist our clients with all policy reviews and changes to coverage to best suit their need and preferred method of contact. From quoting to carrier portal changes and billing, you will be the entrusted broker to enhance loyalty and client engagement with our brokerage.
- Prepare renewal reviews with multiple markets with features and strategies to enhance broker loyalty and retention.
- Liaise between client and external insurance partners, underwriting negotiations and planning with client and carrier for optimal retention and satisfaction.
- Service journey will identify opportunities and foster leads following service cycle from monoline to networking and referrals.
- Provide guidance and support to all branches coast to coast.

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## PERSONAL LINES ACCOUNT MANAGER (BROKER SERVICE)

### QUALIFICATIONS

- RIBO Licensed (preferred/must be able to obtain)
- Service experience, preferably with more than 3 years of industry and insurance experience, servicing, and broker support knowledge
- Ability to negotiate, resolution striving to exceed service and retention targets
- Strong time management, communication, decision making, client relations, presentation, and organizational skills
- Energetic, flexible, collaborative, and proactive; a service broker who can positively and productively impact both strategic and tactical personal lines brokerage initiatives
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with clients and PIB team members
- Attention to detail
- Excellent computer skills and proficiency with Broker Management System (EPIC, TAM, Applied Rating Services)

### BENEFITS AND PERKS

- You will enjoy a very competitive compensation model
- A comprehensive employee group benefits package (health, dental, disability, life and travel)
- Profit sharing and company pension options
- Flexibility within the role, hours, and office locations
- Wellness Programs and Social Committee to provide team, family and individual collaboration and culture around strategic goals, fun, wellness, health and lifestyle
- Committed to diversity, equity and inclusion

### APPLY NOW

PIB is an innovative leader in the insurance industry. Our head office is in Elmira, Ontario, with subsidiary offices in London and Chatham, Ontario, and Bedford, NS. Learn more at: [www.pib.com](http://www.pib.com)

We'd like to hear from you: [APPLY HERE!](#)

As 'owners serving owners' we are passionate about providing attentive service and helping our clients manage the complexities of risk in rapidly changing times.

Our expert advisors deliver trusted insurance and risk management advice anchored in a deep understanding of our client's business.

Our professional team is committed to making a difference in the communities they serve.

### Building the Great Canadian Brokerage

Navacord is a leading insurance and risk management brokerage created to keep the Canadian entrepreneurial spirit alive. Led by a passionate and engaged partnership group, Navacord Broker Partners are committed to the success of their clients by delivering expert advice in an increasingly complex world which allows them to face the future with confidence.

Navacord is actively committed to support diversity, equity, and inclusion. We serve, recognize, and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.

### One of Canada's Largest Commercial Brokerages

- ✓ 2,000+ Employees
- ✓ 50,000+ Commercial Clients
- ✓ ~\$400 Million Revenue
- ✓ ~\$2.5 Billion Annual Premium
- ✓ 60% Commercial
- ✓ 25% Personal Lines
- ✓ 15% Benefits



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