



POSITION: Commercial Lines Team Leader - Full Time

LOCATION: 1446 Don Mills Road, Suite 100, Toronto, ON, M3B 3N3

REPORTING TO: Director, Commercial Lines

POSITION SUMMARY:

Paisley Manor Insurance (PMI) is seeking a Commercial Lines Team Leader. This role is ideal for an insurance broker who is currently a Commercial Lines Account Manager and is looking to build on their skill sets in the supervisory, mentorship, and advisory areas. Qualified candidates must have experience servicing and managing a diversified portfolio of mid-to-large commercial property and casualty accounts. This position is hands-on, both managing commercial accounts and supervising a team of 3 experienced Account Managers and collaborating with our team of experienced producers.

RESPONSIBILITIES:

Personal Account Management:

- Lead, manage and maintain a portfolio of key accounts. This includes taking the lead on the renewal process, answering inquiries throughout the policy term, negotiating rates with insurance markets and ultimately being visible and available for the clients and producer needs.
- Maintain a collaborative relationship with the marketing team and producers assigned to the key accounts, informing them on progress with the account or any action that may be required to maintain the account and consistently ensure it is in good standing with PMI.
- Report and monitor client claims until successfully settled within the practice segment.

Best Practices:

- Build strong relationships with Producer and Marketing team and maintain proactive communication on all new business and key accounts as required.
- Distribute expiration reports to the Account Managers individually and review to ensure that all internal controls are being followed by the members of the team.
- Maintain Insurer documents, emails blasts / company contacts.
- Track and report monthly all new, renewal and lost accounts for the team.

Leadership:

- Manage, lead and develop a team of 3 direct reports through various touch points, annual performance reviews, authorize education requests, manage backups and absences/time off requests and any issues with the team as needed.
- Provide mentorship and technical direction where necessary.
- Review/Distribution of Accounts Receivable Reports weekly to direct reports.
- Maintain an open and transparent policy to ensure you are aware of developments and workload within the team and provide support as required; account Reassignments where necessary.

- Work with your leader to develop succession planning and to fill any vacancies that arise; this includes pre-screening resumes and participating in the interview, hiring and onboarding process for new individuals.
- Make recommendations on any people changes you see necessary; this includes transfers between books of business and/or AM support, any promotions or role changes as required.
- Work with the Director, Commercial Lines and Human Resources if there are any disciplinary discussions that must occur and if necessary, provide remediated recommendations.
- Maintain a strong work ethic with a total commitment to success each day.
- Lead by example and champion technical and technology training and adoption.

REQUIREMENTS:

- Minimum 5+ years commercial insurance experience specializing in complex risk.
- Previous experience in leading, training and mentoring a team of insurance brokers preferred.
- University Degree preferred.
- R.I.B.O and C.I.P designation required as well as C.A.I.B.
- Superb interpersonal, communication, and effective problem solving skills.
- Strong collaboration and change management skills.
- Ability to be a self-starter with strong written and oral communication skills.
- Advanced skills in Outlook, Excel, Word and Epic.

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.

HOW TO APPLY:

*Interested candidates for this position should submit their resume to careers@navacord.com with Paisley Manor | Commercial Lines Team Leader in the subject line **by April 23rd, 2021***