

Director, Client Service – Apollo Team

JONES DESLAURIERS
INSURANCE MANAGEMENT INC.



MISSISSAUGA | Reporting to: VP, Commercial Insurance

POSITION OVERVIEW

Jones DesLauriers is searching for a Director, Commercial Client Service to lead our Apollo Team, and establish effective, personalized working relationships with clients, learning their risk and insurance program needs. The Apollo Team will consist of several account managers, account assistants & account associates dedicated to the clients of the Apollo Team. The ideal candidate will be a technical insurance advisor with intimate market knowledge, and a passion to collaborate with a high-performing team.

RESPONSIBILITIES:

- Leading, driving and supporting commercial business operations through Apollo Team/JDIMI's overall strategy, operating plan, budgets and processes
- Leverages technology, tools, resources & information to maximize efficiency of self & Apollo Team
- Works with the Producer, Service Team and other internal resources to plan, execute & track a customized service strategy for each client
- Assigns & manages the creation of proposals, service plan and other specific deliverables designed to support clients in making decisions on their insurance program.
- Analyzes risk, coverage, program structure and recommends options for marquee clients and support their teams in this regard in this goal
- Works with service team to effectively manage & oversee new business and renewal processes by following workflow procedures & best practices.
- Creates a climate in which people want to do their best; motivates the service team, shares ownership & visibility; makes everyone feel their work is important through recognition & appreciation
- Mentors Apollo Team members on topics relevant to their roles & continued development/advancement

REQUIREMENTS:

- Minimum 7 years experience & considered a senior commercial account manager
- CAIB, CRM, CIP / FCIP designation an asset
- Experience with strategic planning & implementation of complex accounts
- Strong initiative, leadership and strategic thinking abilities
- Ability to work independently and with all levels of the organization
- Exceptional communication, collaboration, and negotiation skills required to affect change and to build effective working relationships.
- Strong desire to lead a high-performance team and mentor junior staff to service excellence
- Relentless pursuit of creating an excellent client and employee experience

Qualified candidates are invited to email their resume and cover letter to: careers@jdimi.com



*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.*

RESPONSIBILITIES CONTINUED:

- Participates in goal setting & monitoring of the team & them selves
- Communicates with underwriters & negotiates premium, coverage & other terms. Sets the example for the team on how to do this.
- Conducts team meetings and manages the flow of business amongst the team
- Performing financial measurements and analysis to evaluate and establish the operational matrix assessing JDIMI's business operations and complexity to determine/forecast hiring decisions
- Supporting company's best practices are adhered to while ensuring legal compliancy and establishing new ones to stay competitive in the insurance marketplace
- Participating in the development and preparation of short-term and long-range plans and budgets based upon broad organization goals and objectives
- Exhibiting leadership style that fosters a culture of innovation, creativity, accountability and collaboration
- Support market relationships and program development
- Other duties as assigned

We are 'owners serving owners' who are passionate about providing attentive service and help our clients manage the complexities of risk and rapidly changing times. Our expert advisors deliver trusted insurance and risk management advice anchored in a deep understanding of our client's business. Our top experts and trusted advisors are 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.

- ✓ 4th Largest Commercial Brokerage in Canada
- ✓ 1,000+ Employees
- ✓ 30,000+ Commercial Clients
- ✓ ~\$250mm Revenue
- ✓ 75% B2B (Commercial & Benefits)
- ✓ 25% B2C (Personal Lines)
- ✓ ~\$2 Billion Annual Premium

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