

## **BROWN & BROWN OF PENNSYLVANIA LP**

### **EMPLOYEE BENEFITS ACCOUNT MANAGER JOB DESCRIPTION**

**UPDATED AUGUST 2016**

**POSITION REPORTS TO:** Employee Benefits Manager

**POSITION SUMMARY:** The perfect Employee Benefit Account Manager is responsible for the day-to-day account management for small to mid-sized clients that vary in complexity and needs.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manages an assigned book of business and builds, expands, and solidifies relationships with existing clients
- Leads appropriate resources to address the client's risk/capital management needs
- Secures existing business and drives the sale of additional services and coverage levels
- Cultivates relationships with the most senior buyer in the client organization as well as with day-to-day client representatives and buyers
- Has retention goals for assigned group of accounts.
- May coordinate the work of administrative support and customer service
- May support an Account Executive or a Broker Producer and is the first line of contact when the Account Executive or Broker/Producer is not available
- Responsible for the day-to-day account management for the clients in the book
- Responsible to pull referrals from the existing book to help grow the business
- Other duties as assigned

#### **ESSENTIAL SKILLS, EDUCATION AND/OR REQUIREMENTS:**

- College degree preferred or minimum 2 years client coordination and/or claims management experience
- Appropriately licensed and/or certified in resident state
- Able and willing to travel approximately 25% of the time, or less
- Working knowledge of Microsoft Windows applications and MS Office (Excel)

## **ESSENTIAL SKILLS, EDUCATION AND/OR REQUIREMENTS CONTINUED:**

- Excellent verbal and written communication skills
- Critical thinking and good judgment to quickly determine and prioritize key issues
- Willingness to assist other departments if they need assistance
- Ability to work at a computer terminal for extended periods of time.
- Ability to work in fast paced environment
- Self starter with organizational skills and ability to work with details.
- Professional appearance

***This job description is not meant to be an all- inclusive statement of the duties and responsibilities listed above. Other appropriate duties may be included from time to time.***

If you feel that you are a strong candidate for the above position, please submit your resume to: **jobs@bbofpa.com**

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