

## ACCOUNT MANAGER

### About Cognition+

Join our *Dynamic* and *Passionate* team at Cognition+, where we are dedicated to revolutionizing the insurance industry with cutting-edge digital solutions. Since 1996, we have been committed to understanding and addressing the unique business challenges faced by insurance companies of all sizes. Our offerings include a fully customizable Enterprise Insurance Management Platform, along with on-demand support, connectivity, cybersecurity, and professional services.

At Cognition+, we believe that our success is driven by the diverse perspectives, ideas, and cultures of our team members. We foster an environment of teamwork, commitment, and trust, where every voice is valued. Our investment in research and development ensures that we stay at the forefront of technology, delivering innovative solutions that keep our clients ahead of the curve.

### Why Join Us?

**Innovative Environment:** Be part of a forward-thinking company that values creativity and innovation

**Supportive Culture:** Work in a friendly and inclusive environment where your contributions are recognized and valued

**Comprehensive Benefits:** Receive a competitive compensation package, including benefits, Group RRSP, and incentives

**Professional Growth:** Take advantage of opportunities to learn, grow, and advance your career

**Work-Life Balance:** Enjoy flexible work hours that help you maintain a healthy work-life balance

If you are looking for a challenging opportunity where your work will make a lasting impact and your career can flourish, we want to meet YOU!



## THE OPPORTUNITY

---

As a member of the Client Relations Team, the Account Manager is responsible for partnering with and ensuring the long-term success of our clients. The Account Manager will develop lasting relationships with their portfolio of assigned clients, connect with key business executives and stakeholders, and liaise between clients and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to client needs.

This position can be performed from our office in London, Ontario or remotely within Canada. Remote-based employees may occasionally be asked to travel to our office for meetings or team-building events.

### Responsibilities

- Partner with and ensure the long-term success of our clients
- Operate as the lead point of contact for all matters specific to the assigned clients
- Build and maintain strong, long-lasting client relationships
- Participate in client site visits, user group meetings, webinars, company and client events
- Provide assistance through webinars, documentation and teleconferences
- Develop a trusted advisor relationship with key accounts, client stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to client needs and objectives
- Communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Provide assistance to clients through timely issue resolution
- Gaining in-depth knowledge of our products and staying up to date on solutions
- Escalate customer feature requests to our Business Analysts
- Use technical tools to diagnose and repair issues
- Forecast and track key account metrics
- Identify and grow opportunities within the territory and collaborate with the sales team to ensure growth attainment
- Perform other job-related duties as assigned

### Qualifications & Skills

- Proven account management and positive customer service skills, including sales and marketing or other relevant experience

- 
- Experience in the Property & Casualty (P&C) insurance industry
  - Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
  - Experience in delivering client-focused solutions based on client needs
  - Proven ability to manage multiple projects at a time while paying strict attention to detail
  - Excellent verbal, written communication skills and excellent listening, negotiation and presentation skills
  - Strong conceptual understanding of computer technology as it relates to business applications and to the insurance industry
  - University degree or equivalent experience in a related field

### Nice to Have

- F/CIP designation or working towards F/CIP designation
- Knowledge of accounting, underwriting and claims within the insurance field generally and the Farm Mutual industry specifically
- Basic understanding of SQL

## APPLY NOW

[www.gocognition.com/join-us](http://www.gocognition.com/join-us)

---

### Equal Employment Opportunities

Cognition+ is committed to employment equity and welcomes diversity. We encourage applications from qualified individuals from all backgrounds.

Cognition+ provides accommodations to applicants with disabilities throughout the hiring process. If you require accommodation, please contact:

#### Human Resources

[hr@gocognition.com](mailto:hr@gocognition.com)

519-432-8553 ext. 362

We thank all applicants for their interest in this position; however, only qualified candidates will be contacted for the next steps in the process.