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Account Manager // Stanley Mutual Insurance

Stanley Mutual Insurance is currently seeking an Account Manager to join our Fredericton team situated at 500E Brookside Drive. If you possess the necessary qualifications and are eager to contribute to our dynamic work environment, we encourage you to carefully review the requirements outlined below. An Account Manager is part of Stanley Mutual's vision to create long-term, trusting relationships with our members. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing members and actively seek new sales opportunities.

Responsibilities and Duties:

- Provide exceptional day to day customer service to our members
- Process New Business, Renewals, Endorsements, Remarkets, Account development, Cross selling and Claims reporting
- Experience with Power Broker/Applied systems and insurer portals is an asset
- Promote company features and benefits as part of ongoing portfolio reviews
- Cross sell a variety of products at every opportunity
- Promote client loyalty through attention to detail, insurance knowledge and relationship building
- Participate in ongoing training and professional development courses to enhance skills and industry knowledge
- Maintain positive working relationships with members, staff, and other internal departments and external insurers
- Conduct annual policy protection reviews prior to renewal

Skills & proficiencies:

- Ability to solicit referrals
- Teamwork
- Planning
- Build Relationships
- People Skills
- Initiative
- Customer Focus
- Emphasize Excellence
- Manage Multiple Projects
- Attention to Detail

Key Qualifications:

- General Insurance License or Minimum Level 2 General Insurance Agent's License/CAIB designation, or CIP/FCIP designation
- University degree is an asset
- Minimum 3 years experience in the insurance industry; the ideal candidate will have a strong Personal Lines. Commercial Lines experience an asset.
- Strong relationship-building skills; act as liaison between the company and account holders.
- Negotiation skills through active listening, problem solving for the procurement and maintenance of new accounts
- Excellent verbal and written communication skills, the ability to manage time and workload in an efficient manner

About Us

In the 1930's, property insurance was next to impossible to get in rural New Brunswick. In order to protect their farms, four farmers decided to pool their resources and form their own insurance company in 1937. This was the beginning of Stanley Mutual. Today we continue to protect and deliver top-notch, industry-leading homeowner policies along with auto and commercial insurance and unsurpassed service levels.

Stanley Mutual is an organization built on culture. Our culture is based on our Core Values; Mutuality, Underwriting, Trust, Understanding, Accountability, Lifelong Learning. We believe that our people are our number one priority, and it is our responsibility to provide an empowered, challenging and rewarding workplace for them.

But don't just take our word for it, here's what our employees had to say in our most recent employee engagement survey.

"In the beginning, we were formed by people in need. We still believe that is our purpose."

"It's all about relationships. Within our walls and with our members."

"I like being recognized and appreciated for what I do. I get that here."

If you wish to be a member of the company voted Best Insurance Provider in Fredericton, submit your résumé in confidence to melissa.coleman@stanleymutual.com with Account Manager in the Subject line.

Please note, only those selected for interviews will be contacted.

Together, We are Stronger