

Senior Account Manager – Commercial Lines

Company Name: Halpenny Insurance Brokers Ltd.

Location: Ottawa or Toronto

Salary: \$75,000-\$125,000 per year

About Halpenny

Halpenny Insurance Brokers Ltd is the largest independent insurance broker in Ottawa with roots since 1912. We take pride in providing advice and personalized service to our valued clients, protecting what matters most to them, and offering comprehensive insurance coverage that suits their unique requirements. As we continue to grow, we are looking for reliable, driven, customer-centric, and team-oriented individuals to join our expanding team.

Job Description

A Senior Commercial Account Manager is responsible for managing client accounts and maintaining relationships with insurance companies and clients. The primary role is to ensure client satisfaction and retention by providing excellent customer service and effectively addressing insurance needs. You will play an integral role in providing excellent customer service throughout the entire customer journey.

Responsibilities

Building and maintaining strong relationships with clients to understand their insurance requirements

- Serve as the primary point of contact for high-value commercial clients.
- Build and maintain strong, long-term client relationships.
- Understand clients' business needs and advise on appropriate insurance coverage.
- Conduct regular account reviews and renewals.
- Coordinate the placement of new and renewal policies with insurance carriers.
- Review and interpret insurance policies, endorsements, and certificates.
- Evaluate client risk exposures and recommend coverage solutions.
- Work with underwriters to negotiate terms, pricing, and coverage.
- Ensure compliance with industry regulations and internal policies.

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- Maintain accurate and up-to-date records in the agency management system
- Liaise with insurance carriers, brokers, and third-party providers.
- Facilitate effective communication between clients and insurers.
- Resolve client concerns or coverage issues efficiently.
- Ensure policy documents are issued accurately and on time.
- Provide guidance, training, and mentorship to junior team members to support their professional development.

Requirements

- Bachelor's degree in Business, Finance or a related field is an asset
- RIBO Licensed
- CIP Designation, or working towards CIP Designation is an asset
- Relevant experience in the insurance industry, preferably in an Account Manager role
- Strong knowledge of commercial insurance products, policies and coverage options
- Excellent communication and interpersonal skills to build and maintain client relationships
- Ability to analyze client needs and recommend solutions
- Attention to detail and strong organizational skills
- Proficiency in using insurance management software and computer systems
- Bilingualism (English and French) is an asset

Benefits

Halpenny Insurance Brokers Ltd. is proud to offer a wide array of benefits which include but are not limited to:

- Competitive salary with commission opportunities
- Comprehensive group benefits, including health, dental, a wellness savings account, and Group RRSP
- Personal and professional development programs, on-demand e-learning, and tuition reimbursement
- Flexible personal days for illness, emergencies, or family needs
- Collaborative and inclusive work environment with supportive management
- Educational assistance for industry designations
- Flexible working arrangements to support work-life balance



How to Apply

If you believe you are the ideal candidate for this position and have relevant experience, we would be delighted to hear from you! To apply, please send your updated resume and a cover letter outlining your qualifications and why you'd be a great fit for this role to careers@halpenny.com. We look forward to receiving your application!