

COMMERCIAL MANAGER – COMMERCIAL INSURANCE MARKHAM

DIVISION/DEPARTMENT: Commercial Insurance		
JOB TITLE: Commercial Manager – Commercial Insurance Markham		
Reports to: Senior Vice President – Commercial Insurance		
Level/Grade:	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	Hours: 37.5/week
GENERAL DESCRIPTION: Prime Directive: To effectively manage and lead a front line commercial service & support team <ul style="list-style-type: none">• Lead the Markham Commercial Insurance service team including Mid-Market and IBU, ensuring clients and team members are supported with respect to new business, endorsements, claims and the renewal process• Ensure the Department is fully staffed at all times• Provide leadership, guidance, mentorship and coaching to all staff for quality, performance and professional development• Performance management of staff including regular reviews and feedback for continuous improvement• Dispense technical expertise to the commercial lines support staff and commercial Client Executives• Perform regular audits to ensure adherence to best in class service standards and system utilization• Participate in Company annual planning process• Conduct and/or organize product and insurer training for the greater Commercial Team• Assist in the development of team and individual goals including ongoing measurement and monitoring• Monitor work flows to ensure equitable work distribution and meeting of high client service standards• Attend and actively participate in weekly Commercial Manager Meetings• Establish credibility and work effectively with insurer partners and other vendors to achieve goals and influence initiatives• Lead the team through complex renewals and new business opportunities from submission, marketing, proposal through to bind and invoice stages• Other duties and responsibilities as assigned		
PERSONAL CHARACTERISTICS <ul style="list-style-type: none">• Excellent interpersonal, communication and negotiation skills• A confident problem solver, who is gratified by being a “fountain of knowledge”• Encourages innovation and problem solving amongst the team• Supportive team player who represents the company culture at all times• Thrives in a collaborative environment• Generally curious person who likes to get to know and understand people• High sense of integrity and business ethics		
QUALIFICATIONS <ul style="list-style-type: none">• Minimum 10 years Commercial Insurance with majority as a broker• Insurance knowledge of placement of all kinds of insurance accounts including program business, SME,• Minimum 3 years management/supervisory experience• Team player who is results oriented• Knowledge of TAM, Sig XP or Epic and asset• Computer knowledge in MS Office products including: Word, Excel, Power Point• RIBO License• Completed or enrolled in CAIB/CIP/CRM		
Email Applications to: Patty McNeil pmcneil@mcleanhallmark.com		

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