



**Adventist Risk Management, Inc. (ARM)
CAREER OPPORTUNITY**

Account Executive (St Albans, UK)

As the official insurance and risk management company for the worldwide Seventh-day Adventist Church, Adventist Risk Management®, Inc. (ARM) is devoted to finding Adventist professionals who are committed to the success of our clients and our organisation.

We currently have a full-time **Account Executive** position open on our Client Care team. This position serves as the primary face of ARM and manages accounts, sells insurance, and provides risk management counsel and education; working primarily from our office in St Albans, England.

What can you expect?

- “Own” the service to the clients in your assigned territory.
- Manage the insurance renewal process for your clients from completing applications to delivery of policies and evidence of insurance
- Lead in the identification, evaluation, mitigation, and monitoring of the client's operational and strategic risk.
- Communicate effectively with clients, teammates, and management.
- Maintain current knowledge about the competition, market threats and challenges, and communicate those concerns with the company.

What is in it for you?

- An opportunity for long-term and upward growth potential with an organisation that emphasises opportunities for current team members.
- You will have the knowledge that your work is meaningful and valuable.
- Once trained, you will have the chance to earn autonomy in order to manage your accounts and will have direct contact with clients, our claims and legal teams, and insurance representatives.
- Opportunity to learn insurance and risk management from our management and leadership team and through a globally recognised professional body (Chartered Insurance Institute (CII))

We will count on you to:

- Create detailed business plans designed to attain predetermined goals.
- Engage policyholders in discussion towards a common understanding of the policy language, analyse risk management programs, and advise of additions or changes, if necessary.
- Collaborate with Underwriters or Producers to determine coverage amounts and premiums during the renewal process.
- Explain features, advantages, and disadvantages of various policies to promote the sale of insurance plans.
- Deliver exceptional customer service by responding swiftly to queries and concerns from clients,



evaluating customer's needs for new opportunities.

- Develop annual sales and service plans that effectively manage resources to maximise return on expenditures and provide value to the client.
- Follow-up on accounts receivables and work to keep all client accounts current.
- Lead in the identification, evaluation, mitigation, and monitoring of the client's operational and strategic risk.
- Conduct regular risk management assessments with each client to review their claim experience and risk management programs.
- Maintain current knowledge about the competition, market threats and challenges, and communicate those concerns with department leadership.
- Maintain regular contact with other ARM departments to ensure the timely processing of changes, renewals, claims and other problem-solving issues.
- Provide oversight to assigned CSR's workload with the Regional Manager.
- Maintain professional and technical knowledge of the systems, products, and services of ARM by participating in training and development programs.
- Respond to complaints and resolve customer issues while maintaining the company's reputation.
- Contribute to ARM publications and resources based on field experience and personal research, e.g., guidelines and articles.
- Perform other duties and projects as assigned by management.
- Must be able to travel 30-40% of time.

What you need to have:

- Bachelor's degree required
- The Chartered Insurance Institute (CII) Certificate in Insurance (Cert CII) is required (or obtained within the first 12 months post probation)
- Diploma in Insurance (Dip CII) is required within the third year of hire

What makes you stand out:

- Bilingual abilities are a plus
- Self-starter, resourcefulness, with the ability to work independently without daily supervision.
- Ability to work in a fast-paced environment and ability to prioritise work.
- An ideal team player who is hungry, humble, and people-smart.
- Ability to think critically and to plan and develop strategy for serving our clients

Pay Range:

£37,749 - £60,615 plus benefits depending on skills and experience

Interested in a Career:

*The successful candidate **MUST** have legal rights to work in the UK. Interested applicants please email your curriculum vitae to rfiddis@adventistrisk.org by **Friday 16th February 2024**.