

Job Posting



Job Title: Aviation Account Manager (COPA) **Reporting To:** Janet Mammoliti, Program Manager, COPA VIP Aviation Program

Department: Aviation **Location:** Markham Office

Start Date: TBD

Company Overview:

The Magnes Group Inc is one of Canada's leading independent insurance brokerages. Magnes has unique commercial insurance expertise in several industry niche markets, as well as private client insurance and corporate group benefits consulting. Magnes offers specialized services ranging from global insurance placement to innovative risk management strategies.

Magnes is licensed nationally across Canada with offices in Oakville, Toronto, Vancouver and Montreal. Magnes is also proud to be a member of the exclusive Assurex Global Network. Our clients benefit from strategic international partnerships with the ability to “think globally and act locally”.

Magnes proudly employs some of the best insurance professionals in the business. Our team consists of a dynamic group of individuals, including some of the brightest minds in risk management. Our vision is to be a “magnetic” organization that naturally attracts and retains the very best in class of clients, suppliers, partners, and most importantly, our employees.

For more information, visit our website: www.magnesgroup.com

Position Summary & Objective:

- As an Aviation Account Manager with COPA, you will be an integral part of the Magnes high performance Aviation team. You will be part of a team responsible for providing excellent service to new and existing customers thereby contributing to overall growth of the current client base. You will be involved with each step of the client’s lifecycle from prospecting to marketing renewals.

Essential Functions:

- Sales
- Cross sell and upsell existing clients, seeking to further increase book size
- Solicit additional business from prequalified prospect list and existing client base, and gain referrals to new prospects
- Conduct effective and successful presentations to prospective new clients in order to meet annual sales goals
- Formulate accurate and competitive quotes for potential new clients
- Round out accounts
- Prepare and process all necessary new sales paperwork

Customer Service

- Ensure that clients' queries and requests are responded to in a professional and timely manner (internal & external)
- Develop strong, effective relationships with clients (internal & external)
- Ensure that the brokerage's service commitments and standards are upheld
- Work in a team environment
- Proactively contact client in response to potential changes in the market or policy changes
- Act as an advocate on behalf of our clients to the insurance carriers
- Receive, advise and process midterm changes and prepare endorsement for insurer in a timely manner

Marketing accounts

- Ensure that underwriting information is completely accurate and kept up to date
- Review renewal applications, conducting client calls as required to review the insurance program, making appropriate recommendations for improvement
- Prepare submissions to market in an efficient and timely manner
- Request terms from markets and review with customer answering any questions

Binding Coverage

- Bind coverages and prepare policies
- Prepare insurance binders and/or policy documents, invoices, billing material and all other corresponding documentation, ensuring accuracy

Additional Duties:

- Attend aviation conferences, open houses, shows, as required
- Maintain an ongoing working knowledge of available insurers and products
- Actively participate in continued learning programs or training
- Attend company functions
- Correspond with underwriters
- Contact clients in regards to billing issues
- Claims reporting, counselling and advocacy
- Assist with training of new team members

Performance Expectations:

- Adherence to department workflows
- Adherence to department service standards to clients, employees & vendors

Core Competency Standards:

- ACCURACY AND ATTENTION TO DETAIL – Ability to perform work accurately and thoroughly.
- COMMUNICATION – Ability to communicate effectively with others using the spoken and written word. Ability to actively attend to, convey, and understand the comments and questions of others.
- CONFIDENTIALITY – Ability to maintain strict confidentiality in accordance with MAGNES privacy guidelines for client and employee information, as well as proprietary information.
- CUSTOMER ORIENTED – Ability to take care of the customers' needs while following company procedures.

- **RELIABILITY** – The trait of being dependable and trustworthy.
- **TEAMWORK** – Ability to be part of a team and work cohesively to achieve goals.
- **TIME MANAGEMENT** – Ability to utilize the available time to organize and follow a systematic method of prioritizing tasks in order to complete work within given deadlines.
- **PROFESSIONALISM** – Represent MAGNES professionally both internally and externally at all times.
- **INITIATIVE** – Ability to make decisions or take actions to solve a problem or reach a goal.
- **SELF-MOTIVATED** – Ability to be internally inspired to perform a task to the best of one’s ability using his or her own drive or initiative.
- **RESPONSIBLE** – Ability to be held accountable or answerable for one’s conduct.
- **RESPECT** – Values the backgrounds, experiences, opinions, feelings and the contribution of everyone in the course of delivering our services.
- **INTEGRITY** – Recognizes that building trust demands honesty. Displays a commitment to doing what we promise. Ability to be truthful and be seen as honest and credible in the workplace.
- **INNOVATION** – Constantly strives to improve both our culture and the value proposition to our customers by searching for better solutions, processes and tools.

Job Specific Competency Standards:

- **ANALYTICAL SKILLS** – Ability to use thinking and reasoning to solve a problem.
- **ASSERTIVENESS** – Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **CONFLICT RESOLUTION** – Ability to deal with others in an antagonistic situation.
- **DECISION MAKING** – Ability to make critical decisions while following company procedures.
- **NEGOTIATION SKILLS** – Ability to reach outcomes that gain the support and acceptance of all parties.
- **PROBLEM SOLVING** – Detects potential problems at an early stage and seeks to solve them before they escalate. Uses analytical skills and creativity to solve problems. Knows when to ask for assistance or advice. Utilizes the available resources of the company.
- **PRODUCT AND MARKET KNOWLEDGE** – Understanding and awareness of products and services offered, not only by MAGNES, but also by competitors. Takes the time to understand customer needs and is able to match products and services to those customer needs. Up to date on current industry changes.
- **PROJECT MANAGEMENT** – Ability to organize and direct a project to completion.
- **RELATIONSHIP BUILDING** – Ability to effectively build relationships with customers, suppliers, and co-workers.
- **TECHNICAL APTITUDE** – Ability to comprehend complex technical topics and specialized information.
- **WORKING UNDER PRESSURE** – Ability to be flexible and complete assigned tasks under stressful situations in a professional manner.

Job Posting



Skills & Qualifications:

Education	- University Degree, preferred
Languages	- Ability to speak French would be viewed as an asset
License & Certification	- RIBO License required, CAIB, CIP, & CRM is an asset
Industry Experience	- Minimum five years of industry experience, aviation experience is an asset, but not essential
Computer Skills	- Proficiency in TAM, advanced MS Office, & Excel skills
Other Technical Skills	- Working experience of Compuquote, Company Portals, & Linq is a definite asset

Compensation:

- Salary Range Guideline
- Bonus Incentives
- Vacation Days
- Personal Days & Birthday
- Sick Days
- Group Benefits Plan
- Registered Retirement Savings & Pension Plan
- Education Reimbursement
- Recruiting Referral Fees

Please send Cover Letter & Resume to: Careers@magnesgroup.com