

Job Title: Account Executive Support
Department: Commercial
Reports to: Commercial Team Leader
Location: Wexford

Overall purpose of the role

Provide full efficient support to Commercial Account Handling and Business Development team in all administration matters while maintaining a small account of renewals.

Key Responsibilities

Account Handling

- Ensure New Business/Renewal targets are achieved
- At all times to follow good practice in ensuring the client's best interests are served
- Implement Company's Compliance and office procedures including New Business Development and Renewal Procedures document
- Follow up on Pipeline activity and or renewal lists to ensure all business opportunities are explored and followed through
- Ensure that you are up-to-date with market practice and product availability, giving feedback to Management in relation to market issues, including pricing, service levels and product development
- Inspire client loyalty through efficient and friendly service delivery
- Ensure all accounts are collected in a timely manner

Administration Support

- At all times to follow good practice in ensuring the client's best interests are served
- Assist Account Executives with all administration and support functions in a timely manner:-
 - preparation of submissions
 - input of data
 - scanning of documents
 - issue of documents
 - mid-term adjustments
 - finance
 - carry out functions as requested by Account Executive
 - screen calls and direct to correct Executive
- Liaise with Commercial Credit Controller on finance issues as required
- Company daily post prepared for collection
- Provide update on post arrears on weekly basis
- Adhere to Compliance as outlined in Staff Handbook and Procedures Manual
- Adhere to Health & Safety Policy
- Diary Management – regular weekly basis

Person Specification – Our Values

- **Integrity:** Doing the right thing in a reliable way while honouring the confidentiality of matters. Being open, honest and respectful at all times with our colleagues, with our customers and with all our stakeholders.
- **Customer:** We are 100% committed to doing what is right for our customers. We put our customer's wishes at the centre of our operations and thinking to build long-term

relationships by delivering on commitments. Our focus is to build trust, loyalty and confidence. We listen carefully to our customer when carrying out a 'needs assessment' in order to identify the product that is best suited to the customer.

- **Communication:** We believe in open and honest communication using a broad range of communication styles and choosing appropriate, effective ways to communicate to different audiences in diverse situations.
- **Innovation:** Be more creative in our thinking and more effective in our actions to improve processes, methods, systems, or services. We ignore the status quo and strive to find new and more efficient solutions that serve the needs of all of our stakeholder groups.
- **Learning:** We believe learning is fundamental to our progression and delivery of service. We encourage opportunities where learning and improvement enables talented people to realise their full potential.

Role specific attributes

- Flexible and results driven
- Extremely well organised with excellent time management skills
- Ability to work on own initiative, meet deadlines and work under pressure in a busy environment.

Qualifications and experience

- APA Commercial qualified or Grandfathered in Commercial Insurance
- Excellent IT skills
- Previous experience working in a Commercial Account Handling role essential, ideally minimum 12 months.
- Clean driving licence
- Excellent IT skills

Applications to: hr@wrightcover.ie

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