

# *Renaissance Alliance Insurance Services, LLC*

Job Title:            Manager of Marketing and Account Placement Services  
Reports To:         Chief Markets Officer

## **Summary**

The Manager of Marketing and Account Placement Services directly supervises and leads a team of seasoned Renaissance Alliance Insurance Services, LLC (RAIS) Marketing and Account Placement Services (MAPS) Agency Advocates professionals; maintains and fosters professional relationships with insurance carrier marketing and underwriting personnel; and ultimately achieves exceeds-expectations delivery of MAPS services to RAIS member agencies in supporting their customer service and agency growth goals and objectives

## **Accountability and Responsibilities**

- Manages Agency Advocates while executing a member agencies growth strategy, maintaining objectives, goals and members' revenue generation
- Ensures that all Agency Advocates are properly trained and executing their jobs in accordance with the policies and procedures of Renaissance Alliance
- Works with Agency Advocates to define and execute targeted strategic member agency growth plans to maximize their revenue while quoting and/or recommending ultimate P&C protection for existing customers and prospects
- Drives marketing and placement strategies, reviews and analyzes performance, drives actions for improvement, and implements efficient and productivity enhancing tools and processes
- Facilitates relationships with RAIS executives, managers, sales, and operational teams to foster a team environment with ultimate focus upon delivery of world-class marketing and account placement services to RAIS member agencies
- Manages and facilitates communication between carrier underwriters and marketing representatives and Agency Advocates.
- Continues to build on knowledge of insurance products and extends knowledge to the Agency Advocates
- Communicates market information to Agency Advocates
- Minimizes company risks by facilitating and managing the peer audit process within the Marketing & Account Placement (MAPS) team
- Delegates and manages the workload of the MAPS team to ensure proper and consistent delivery of member placement services at all times
- Resolves conflicts and complaints relevant to the MAPS Team
- Works with agency operations and Customer Service Team to ensure processes and procedures are continually updated and efficient
- Reviews and analyses MAPS production reports to ensure the data integrity of the MAPS automated systems and user data entry in compliance with MAPS processing procedures
- Other duties as assigned

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## **Supervisory Responsibility**

This position manages all employees of the MAPS Team and is responsible for the performance management and hiring of the employees within that department

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

## **Position Type/Expected Hours**

This is a full-time position. This position regularly requires long hours and weekend work.

## **Travel**

Some out-of-area and overnight travel may be expected.

## **Required Education and Experience**

- Bachelor's degree and three to five years related experience in the insurance industry and/or an equivalent combination of education and experience.
- Three to five years' experience in a leadership role
- High level of organizational ability and attention to detail.
- Able to manage multiple priorities and complete tasks and assignments in the required timeframes
- Excellent customer service skills
- Excellent written and oral communication skills
- Possess a high level of motivation to achieve necessary involvement within a team.
- Knowledge of a multi-line Property and Casualty coverage and products
- Broad understanding of insurance policy, forms, and applications
- Insurance agency experience preferred.
- Experience with an agency management system preferred.
- Property and Casualty Insurance License preferred (is required within 90 days of hire)

## **Competencies**

Business acumen; communication skills; consultation; critical evaluation and crucial conversations; ethical; relationship management; conflict resolution; cultural awareness; leadership skills; emotional intelligence