



## Job Description

### Job Details

Title: Account Coordinator

Department: Market Facing Operations

Reporting To (Job Title): Client Servicing Team Leader

### Job Summary

- To provide the highest level of professional, efficient and consistent service to our clients / stakeholders both internal and external.
- To provide assistance in the underwriting and administration of insurance and reinsurance business.
- To support underwriters by following all insurance and reinsurance related aspects of the business.
- To liaise with brokers, clients, cedants and reinsurers in respect of any technical and administrative aspects.
- To assist underwriters in their functions by providing information, technical backup and other support.
- To be proactive and to take ownership when managing accounts.
- To act as a support Account Executive & Senior Account Executive (Team Leader) as appropriate.
- For all responsibilities within this job description the holder of the position reports to a Senior Account Executive (Team Leader).

### Principal Accountabilities

- To be responsible for the account servicing and handling including Broker and Client interaction as appropriate.
- To be responsible for accurate, timely and consistent set up and update of account information from the various sources into the correct and relevant systems operated.
- To prepare and check consistent and standard underwriting documents (slips, cover notes, debit notes etc).
- To ensure that all activities are within the Market Facing Operations guidelines and standards as defined by Generali UK Branch.
- To ensure that Company rules in respect of anti-money laundering, international sanctions compliance, contract certainty and interested parties are known and complied with. Other regulatory and compliance responsibilities are implemented, monitored and adhered to.
- To be aware of the risk management and internal control framework within the relevant area of the Company's operations. To report to the Team Leader any potential increases in risks, and any perceived need to review existing or create new risk mitigation measures, internal controls and processes at any time, and also to assist with the preparation of any required supporting documentation if required.

### Key Attributes

### Educational Requirements

Degree/Diploma Obtained

Program of Study

GCSE

### Language Skills and Qualifications

- Knowledge of at least one foreign language would be an advantage.
- Progression towards professional Chartered Insurance Institute qualifications would be an advantage.

### Type of Experience Required

- Good working knowledge of Microsoft Office application package (Words/Excel/PowerPoint/Outlook).
- Good working knowledge of Open Co / Gen-e-risk / Underwriting Workbench and other UKB systems.
- Good knowledge of Insurance and reinsurance principles and operations.
- Team player, calm, flexible, organised, self-motivated, self-confident and have initiative and able to prioritise workloads.
- Good telephone / written correspondence manner and able to interact and deal with people internally and externally, including persons with limited command of English in a confident, polite and effective manner
- Commercial insurance background preferable.

## Job related competencies

### Title and Description

#### Analysis

Comprehends issues, draws conclusions and makes sound judgments in a timely manner. Identifies potential problems and opportunities. Relates and compares data from different sources. Sorts through the detail, determining root causes and subtle relationships.

#### Quality Standards

Demonstrates accuracy, neatness and thoroughness in work. Maintains an established standard of performance. Reviews and improves work methods and standards to increase efficiency.

#### Managing Multiple Priorities

Handles multiple assignments and priorities yet still fulfills all commitments. Readily accepts new responsibilities and adapts well to changes in procedures. Gives appropriate priorities to various work demands. This is quite different from those who struggle to stay focused when faced with multiple priorities; focus only on one or two job priorities while neglecting others; and/or hesitate, complain or refuse to accept new procedures or assignments.

#### Seeking Feedback

Tends to seek out feedback for the purpose of improving work performance and listens to such feedback with an open mind. Leaves those who provide feedback satisfied that they have been heard and that their suggestions will be put to use. This is in clear contrast to those who fail to initiate requests for constructive feedback, come across as closed and defensive when presented with suggestions for improved effectiveness and leave the person providing feedback doubtful that it has been taken to heart or will lead to positive changes in the behavior of the receiver.

#### Dependability

Makes and fulfills commitments. Has established a pattern of working independently, meeting reasonable deadlines, and accepting responsibility for his or her actions. Willingly makes promises and fully intends to keep them. Arrives at work on time and ready to contribute. Shows up for meetings well-prepared. This contrasts with individuals who have proven to be unreliable when others have counted on them to show up on time, meet deadlines and expectations, or arrive prepared and ready to contribute.

## Core Competencies

### Title and Definition

#### Job Skills

Possesses sufficient job skills and knowledge to perform the job in a competent manner. Is able to demonstrate skills and knowledge in day-to-day situations. This is distinctly different from those individuals who lack sufficient job skills or knowledge to meet job requirements or who have the skills and knowledge, yet struggle to apply them to day-to-day situations on the job.

#### Customer Focus

Personally demonstrates that external (or internal) customers are a high priority. Identifies customer needs and expectations and responds to them in a timely and effective manner. Anticipates and prevents delays or other things that can adversely affect the customer. Keeps customers informed about the status of pending actions and inquires about customer satisfaction with products or services. This is in sharp contrast to behavior patterns that tend to disappoint customers, leave them feeling forgotten and unimportant or that otherwise result in unmet needs or expectations.

#### Flexibility

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it. This is in contrast to those who tend to react to negatively about change and whose productivity and relationships with others suffer as a result. Those who fail to demonstrate flexibility tend to continue in a direction that is no longer relevant or productive, express regrets when things are not as they used to be and show distinct signs of stress while others are already swimming in the direction of the tide.

#### Productivity

Meets or exceeds productivity standards that have been established for his/her organizational level or position. Has successfully combined skills, ability and effort level to ensure that expectations related to results/output are achieved. This is in contrast to those individuals who fail to meet standards due to a shortfall in essential skills, ability or the level of energy/effort required.

#### Solving Problems

Takes a proactive approach to anticipating and preventing problems. When problems occur, defines those problems, investigates obstacles, gathers relevant information, decides whether solving the problem should be a group decision, generates and analyzes alternate solutions and arrives at a workable solution. This differs from those who are not proactive, typically get surprised when problems occur, attempt to solve problems without the right mix of people involved, push too quickly for solutions or generate solutions that are not viable.

## Employee Statement of Understanding

**Please note:** This document contains a summary of your principle accountabilities which are not meant to be exclusive or exhaustive. Should business requirements change you may be required to perform different tasks. The Job Description forms part of the Assessment Review process and should be kept up to date to reflect any key changes to the role.