

UNIT MANAGER Commercial Lines

LloydSadd
INSURANCE BROKERS



EDMONTON & CALGARY | Reporting to: Director of Service

POSITION OVERVIEW

The Unit Manager, Commercial Lines is responsible for providing overall leadership and direction to their customer service team of Account Administrators, Account Assistants, Account Managers and Account Executives to ensure that their commercial lines team meets or exceeds its service goals.

Leadership and Communication Accountabilities

- To lead and develop a high performing team;
- Support, reward and recognize team contributors;
- Initiate team-building events;
- To foster and develop open two-way communication by conducting meaningful, informative and productive monthly team meetings.

Recruitment, Performance Management and Training Accountabilities

- Assist with recruiting, training and developing team members;
- Ensure performance reviews are conducted on a regular, timely basis; feedback is meaningful and effective in generating desired results;
- Work alongside the Leadership Team to ensure an effective quarterly review process is in place to provide appropriate direction, coaching and counselling in the areas of growth;
- Ensure that training and/or performance concerns are identified and that appropriate plans are in place and monitored on a regular basis;
- Provide input into compensation at time of hire and annual adjustments if appropriate.

Corporate Accountabilities

- Participate in the annual business planning process;
- Liaise with the Leadership Team to ensure team members are providing appropriate levels of service to clients;
- Actively participate in appropriate community and/or business/social functions.

Task Specific Accountabilities

- To ensure that an excellent standard of customer service is consistently delivered by the entire team;
- Ensure every employee is aware of and understands the "Lloyd Sadd Service Guidelines", and monitor performance relative to these service standards;
- To ensure that all team members are properly focused and effective in developing long-standing client relationships – internally or externally where applicable;
- To ensure that all corporate policies and procedures are understood and adhered to on a consistent basis;
- To personally lead by example by providing the highest standard of service (exceeding the service guidelines) to staff and external clients where applicable.

REQUIREMENTS:

- Level 2 Insurance License;
- Minimum of 10 years commercial lines experience;
- CIP Designation;
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and time management skills;
- Ability to provide effective mentorship and coaching to direct reports;
- Able to build and maintain lasting relationships with underwriters, key business partners, and customers;
- Strong problem identification and problem resolution skills;

Qualified candidates are invited to email their resume and cover letter to: hr@lloydsadd.com.



Lloyd Sadd is actively committed to support diversity, equity, and inclusion. We serve and recognize and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.