

## COMMERCIAL PROPERTY & CASUALTY MANAGER

POSITION **COMMERCIAL PROPERTY & CASUALTY MANAGER**

LOCATION Torrance, CA

DESCRIPTION **Job Details & Responsibilities:**

- Independently manages accounts on a day-to-day basis which includes coordinating all services, answering all questions, and resolving problems, which may arise; maintains timeliness and completeness when interacting with clients, company personnel.
- Negotiates and secures the most appropriate carrier coverage based upon client needs for new and renewal business and negotiating cost of those coverages; maintains ongoing relationships with carriers and wholesalers.
- Makes decisions regarding the resolution of all moderate and complex client service problems: research and resolve coverage issues, audit issues, billing discrepancies in a timely manner.
- Independently enters and maintains accounts/policies in AMS360 while maintaining a current suspense; reviews insurance policies and endorsements for accuracy; reviews contracts and special certificate of insurance requests for compliance and response to insured.
- Uses specific industry training and knowledge to determine the needs of the client and identify cross-selling opportunities; expands/rounds-out existing accounts by identifying potential gaps in coverage, recommending, and implementing proper coverage.
- Supervises and works with Account Representatives and Office Support team to ensure that basic client services tasks have been completed; need to prepare submissions for the marketing of accounts and resolve accounting discrepancies in a timely manner, provides support during the claim process, and prepares proposals, synopses, analyses, and special projects as requested.
- Researches and maintains industry knowledge of developing trends regarding carrier underwriting, appetite, and pricing changes. Applies knowledge to negotiation of policies to provide best comprehensive coverage to client.
- Responsibility includes retention of new and renewal clients and maintaining a partnership with the group companies to support business development activities while upholding high service standards.
- Other duties may be assigned to meet business needs.

**Requirements:**

- Primarily responsible for the ongoing management of commercial clients, retention of new and renewal clients, and maintaining a partnership with

the group companies to support business development activities while upholding high service standards.

- 5+ years' experience in management of a property and casualty commercial lines department.
- 7+ years' experience in commercial lines service and marketing
- Able to successfully interact and/or negotiate with all personality types with outside clients, underwriters, vendors, and other professionals.
- Must demonstrate proficiency in the following areas and skills: Insurance knowledge, organization, attention to detail, written and verbal communication and presentation skills, Microsoft Office (Word is critical; Excel basic knowledge required; other suite product skill are helpful i.e., AMS), Math and critical thinking, problem solving, interpersonal skills.
- Possess an active CA P&C License and in good standing. Bilingual in English and Japanese. Able to successfully interact and/or negotiate with all personality types with outside clients, underwriters, vendors, and other professionals.
- Must be a team player willing to assist with projects and matters that arise
- Must be responsible and productive both independently and with others
- Must be creative, flexible, curious and willing to try new things
- Should be emotionally intelligent, forgiving, resilient and solution-oriented

**Preferences:**

- College Degree Preferred.

LANGUAGE

- **Must be fluent in speaking, reading and writing in Japanese.**
- **Business level English is also required**

OTHERS

- Potential opportunity to participate in the new business production.
- Service oriented and be able to meet clients and make renewal presentations.
- May travel within the U.S

HOW TO APPLY

**Please e-mail us your resume (employment inquiry only):  
redachr@redacinc.com**