

Assistant Account Manager

Sahouri Insurance & Financial is a privately held insurance agency headquartered in the heart of Tyson's Corner. As an all-lines insurance broker, Sahouri Insurance has been serving domestic and international communities with success since 1970.

We offer a wide range of insurance products and risk management services, including: Embassies & Diplomatic Missions, Commercial, Life and Disability, Employee Benefits and Private Clients.

Given that the agency is client-focused, customer experience is at the top of its priorities. Sahouri's most valued asset is its people. Finding the right people is vital to providing a great customer service

experience. Our human capital is our competitive advantage; it is what truly separates us from what the competition views as the industry standard for customer service.

As the recipients of the GOLD Stevie Award for Best in Customer Service, our standards for providing the best customer experience are extremely high.

Job Description:

The Assistant Account Manager provides front line support to Account Executives and Account Managers in the daily service of account maintenance for client, carriers and internal processing, which includes excellent customer service, policy administration and information gathering. This person will also assist with the administration, reporting and processing of claims as well as coordinating with various carrier adjusters and agency personnel.

Roles and Responsibilities:

- Provides administrative support to Account Executive and Account Manager
- Provides exceptional customer service by communicating and responding to clients and carriers in a timely manner via phone or email
- Responsible for general policy maintenance of accounts: internal and external file documentation of quotes, policies, endorsements, audits, cancellations, certificates of insurance, auto ID cards, input of policy data and billing
- Assist in the Pre-Renewal process (30-60 days renewal letters, order loss runs, exposure workbooks, renewal applications, premium comparisons, create renewal proposals and sending automatic renewals)



- Assist with New Business (ACORD forms, exposure workbooks, obtaining loss runs)
- Follow-up with carriers for acknowledgement, status and potential escalation for pending claim
- Navigation of carrier portals (retrieve loss runs, endorsements, billing, policies and manage policy discrepancies)
- Complete the required training from Sahouri Academy
- Enrich Sahouri Bank with learning outcome from each customer case

Qualifications/Experience:

- Minimum 1-3 years of customer service experience in the standard agency environment
- Excellent verbal, written and communication skills
- Excellent working knowledge of Microsoft Word, Excel, and PowerPoint.
- Basic understanding of property & casualty renewal life cycle
- Basic understanding of policy maintenance workflow
- In-depth knowledge of billing and payment agency management systems
- Self-motivated with the ability to work effectively as part of a team or on individually assigned tasks
- The ability to work in a fast-paced environment where time-management and prioritization skills are essential
- Insurance background preferred
- P&C License required: Yes (Mandatory after 90 days of hire)
- Designation required: No, but required to obtain AINS or CISR designation during 2-year of employment period
- Non-Client facing
- Not required to handle a book of business
- Arabic/French speaker preferred

