



Manager, Personal Lines (Northern)

Job Description

Location: Grande Prairie or Edmonton

Department: Business Development, Branch Operations

Reports to: Executive Manager, Business Development

Date Revised: October 13, 2023

Are you looking for a great place to build a career?

- MMI Insurance is an ambitious, growing company looking for people with the desire, ability, and experience to provide excellent customer service and product knowledge to our clients.
- We want people to excel as part of a team with a diversity of skills, talents and backgrounds.
- For over 60 years, MMI Insurance has provided home, auto, farm, church and commercial insurance in the province of Alberta. To learn more about our company and history, please visit: <https://mmiab.ca/about-mmi/>.
- If you share a passion for providing a great customer experience along with offering great products, and feel your talents, skills and knowledge fit one of our positions, we welcome your application!

What Does MMI Offer?

- Competitive salary
- An annual Bonus program
- A group benefits package fully paid for by MMI Insurance
- A group RSP with company providing matching contributions
- Training and career development opportunities
- Work life balance, with a 35-hour work week
- Our organization follows a hybrid work structure where employees work from the office and remotely, based on demands of specific tasks or personal work requirements.
- Competitive Vacation and Holiday benefits
- Paid Sick time and Personal Days benefits
- Recognition program for employees

Job Summary

The Manager, Northern Branches will supervise, mentor and coach a small team of Insurance Advisors in our various branches. They will have experience as an insurance broker in Alberta property, casualty, and automobile personal lines insurance. As part of the underwriting and direct sales team, they will also play a key role in handling our existing Personal Lines business. The role acts as a leader and mentor within the organization to achieve targeted business results with an emphasis on high quality customer service. Duties will include direct customer contact as well as other supporting technical duties, as part of a team.

Job Responsibilities

Management

- Manage team performance through proactive coaching, employee development and performance appraisals
- Oversee Insurance Advisors and Administrative Assistants at La Crete, Grande Prairie and Edmonton Branches
- Manage team workflow to meet targeted benchmarks for both short and long-term goals
- Ensure adherence to policies, procedures, and underwriting guidelines
- Influence the underwriting culture while supporting the company's risk appetite.
- Champion the development and implementation of business change.
- Provide prompt handling and resolution of client inquiries and concerns
- Receives and processes client requests and reviews documentation for routine policy changes, additions, deletions, renewals, or cancellations
- Foster positive working relationships with internal and external parties, including other branch offices
- Conflict resolution with clients and staff
- Attend Manager meetings as requested
- Monthly touch points with each employee at each location
- Travel to each location as needed
- Attend marketing functions to represent MMI
- Other duties as assigned

Supervision

- Maintains staff by recruiting, selecting, orienting, and training employees; developing personal growth opportunities.

- Accomplishes staff job results by coaching, developing, counseling, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing, enforcing systems, policies, and procedures
- Completes operations by developing schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving operations problems; maintaining reference manuals; implementing new procedures.
- Maintain timekeeping and personnel records
- Pass on information from Executive Management to employees and vice versa
- Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises

Knowledge, Skills and Experience

- General Agent Level 2 License by the Alberta Insurance Council
- Ten years Property and Casualty industry experience
- Two years management experience
- Have experience leading and supervising a team, with some members being supervised remotely
- Leadership skills with the ability to motivate and engage team while managing change
- Intermediate Microsoft Office Skills (Outlook, Word, Excel...)
- Excellent negotiation and communication skills with the ability to present information or arguments in a convincing manner
- Analytical and problem-solving skills with the ability to select and implement best solutions
- Excellent decision-making skills with the ability to provide justification
- Excellent ability to multi-task and monitor progress to meet deadlines
- Proficiency of agency and industry software programs
- Own transportation required
- Ability and willingness to travel

Working Conditions or Special Circumstances

- The work schedule is generally Monday-Friday, 7 hours per day, with a one-hour unpaid lunch
- A vehicle is required for travel to visit our branches on a regular basis
- Work interruption can be frequent in meeting the needs of clients and fellow team members
- Physical requirements:
 - Computer use for up to 7 hours per day
 - Sitting for up to 7 hours per day

To apply for this role



Please reply, including a cover letter and resume, to: 2023G@mmiab.ca