

## FILM & TV

# ACCOUNT EXECUTIVE/SENIOR ACCOUNT EXECUTIVE

### JOB DESCRIPTION

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#### **Position Description**

This is a sales (approx. 60%) and service (approx. 40%) position. The primary function of this position is to provide the highest quality service to clients, identifying and proposing all lines of coverage available.

Daily servicing of customers will include addressing various coverage issues, contract analysis, exposure analysis, handling all the inside service work associated with the client's accounts, routine coverage questions, problem solving, renewal control, and collection and follow-up of cast medicals.

Both AE and SAE should have experience in all areas of entertainment insurance. They will inform the Producer on strategic account issues, claims and other potential problems. They are responsible to oversee all processes related to renewals, account management and new business development, insuring the fulfillment of Film & TV Standard Operating Guidelines (SOG's).

#### **Position Requirements**

- Build and maintain constructive and effective relationships with clients by conducting face-to-face meetings and exceeding client expectations at all times.
- Provide consistent, accurate, timely and pertinent communication to clients via emails, phone contact and meetings.
- Respond to client inquiries/issues within a 24 hour timeline.
- Resolve/assist with any service or claims issues/questions.
- Evaluate and negotiate coverage terms and removal of certain restrictions and exclusions with carriers (i.e. risk assessments).
- Conduct face-to-face meetings with the clients to review summary reports and to maintain client relationships as often as necessary.
- Inform and educate clients about coverage, exclusions and exposures, gaps in coverage, stewardship programs, and other relevant information.
  - Review contract/accounts to suggest including Union Guild, E&O, Acquisitions & Development, and AD&D as needed.
- Seek referrals from client base; follow through to get new accounts and cross-sell.
  - Medical, Keyman, and Management Liability
- Know and be up to date on the utilization of carrier websites, carrier communications, new coverage options and billing procedures.
- Review all work products from Account Managers and Associate Account Managers, prior to submission to carriers or clients.
- Full responsibility for managing Accounts Receivables.
- Invoice, handle premium collections and accounting discrepancies in a timely manner.
- Review audits and send to clients.
- Maintain agency EPIC files accurately and consistently, document conversations in emails and other notes sent to clients, while adhering to all MIB electronic and EPIC procedures.

**Physical Actions**

- Required job duties are essentially sedentary work consisting of occasional walking, standing and lifting and/or carrying 10 lbs. maximum

**Education Requirements**

- High School Diploma, college degree preferred
- Current California Property and Casualty License, other states a plus.

**Experience Requirements**

- 7 or more years experience in film & television insurance coverage options.
- Agency or Brokerage experience.
- Mastery of entertainment insurance underwriting, coverage and rate analysis.
- Experience utilizing commercial carrier websites to market and rate new and/or renewal business (Fireman's Fund, Travelers, One Beacon & Abacus).
- Must have experience with MS Office Suite (Word, Excel, Outlook)
- Agency Management System (i.e., EPIC, AMS 360) or other paperless computer system.

\*Senior level requires minimum 9 years experience in all areas of film and TV insurance and client management.

**Special Skills Requirements**

- Strong written and verbal communication skills
- Strong follow up skills
- Interpersonal, analytical, problem solving abilities.
- Organizational and time management skills.
- Results oriented, work under pressure, meets deadlines
- Fosters a customer service orientation
- Sound problem solving skills
- Consistent exercise of good judgment
- Prioritize and complete multiple tasks simultaneously
- High integrity
- Work independently and with a team.