

**Commercial Lines Associate  
Account Manager  
Success Profile**

**About Us:**

Founded in 1938, Guy Viti Insurance Agency, along with Viti Financial Services, has grown to become one of the most highly regarded insurance and financial services firms in Illinois. We serve individuals, businesses and other organizations with a broad range of high-quality insurance products to protect their most precious assets and provide peace of mind so people can live their dreams.

Commercial insurance is designed to protect business owners by minimizing the risk and lessening damage to the business from losses such as accidents, thefts, lawsuits, vandalism, etc. We represent many A+ insurance companies and insure any business from start-up to small, mid-size and large multiple location franchise organizations.

**Commercial Lines Coverages Offered by Guy Viti Insurance:**

- General Liability
- Business Auto
- Worker's Compensation (WC)
- Directors & Officers
- Business Personal Property
- Professional Liability / Errors & Omissions
- Property Coverage
- Liquor Liability
- Employee Benefits Liability
- Database & Technology
- Hired & Non-Owned Liability
- Employment Practices Liability (EPLI)
- Umbrella
- Kidnap & Ransom
- Bonds

### **The Opportunity:**

At The Viti Companies, our employees have the unique opportunity to carve their own career path based on their professional ambitions and strengths. As a 3rd generation family owned business, we treat each other like family, and reward driven employees who exceed performance expectations. We pride ourselves on taking care of our employees including Employee Appreciation Days, Employee Outings, Holiday Parties, Employee of the Month and a day off on your Birthday.

This Commercial Lines Account Manager will be joining us during an exciting time of rapid growth with a goal to achieve \$1.1 million in new business for commercial lines in 2021. To achieve our revenue goal, we are actively investing in our employees including opening a beautiful new office space in River North and providing our employees with performance based bonus and incentive plans. We have big dreams of making this a place where people truly love to work.

### **Core Values:**

- **Integrity:** We never compromise on doing what's right and ethical.
- **Professionalism:** When you care, then you approach your job differently. Represent yourself and the company in a professional manner.
- **Client Advocate:** Clients come to us because of Viti's amazing reputation. Therefore, we make decisions based on the client's best interests.
- **Community:** We pride ourselves on partnering with the community and giving back to others.
- **Loyalty:** Our employees treat this business as their own. As a result, we properly reward employees for their hard work and commitment to us.

### **Job Mission:**

The Commercial Lines Account Manager is ultimately responsible for closing inbound leads and maintaining your book of commercial lines business.

### Performance Scorecard:

The Commercial Lines Account Manager's performance will be measured by the ability to maintain 85% retention rate for the end of 12 months. The Viti Companies conducts a Mid-Year Reviews and Monthly Audits to identify potential employees who need may need additional support and direction to ensure goal is met before the Annual Performance Review. If the Account Manager meets or exceeds to 85% retention rate goal, then they are eligible for a yearly bonus.

### Key Competencies:

- **Energetic & Optimism:** Expects to succeed. Remains resilient in the face of difficulties.
- **Organizing:** Uses resources effectively and efficiently. Arranges information and files in a useful manner.
- **Problem Solvers:** Can quick identify the problem, think creatively to develop ideas to solve that problem, implement the best solution.
- **Time Management & Prioritization:** Uses time efficiently and effectively. Quickly knows which tasks will help or hinder the accomplishment of a goal. Able to eliminate trivial roadblocks and focus on the critical.
- **Learning on the Fly:** Not afraid to take risks and try solutions that have never been tried before. Being quick to learn and apply first-time solutions.
- **Dependable:** Recognizes the importance of completing certain tasks and responsibilities in a efficient and high-quality manner. Follows through and meets commitments.

### Requirements:

- 1+ years of experience in commercial lines new business marketing preferred, but not required
- Illinois Property and Casualty License preferred, but not required
- Working knowledge of AMS360 agency management system preferred, but not required
- Proficient in carrier websites (i.e. Rating) preferred, but not required
- Excellent verbal and written communication skills
- An aptitude for helping others and enthusiasm about working with a team
- Strong organizational skills and attention to detail
- Proven success in a customer service setting
- Ability to multitask and to perform well in a fast-paced environment
- Self-starter who is driven and who thrives on managing your own workload
- Proficient in Word, Outlook and Excel
- High school diploma or equivalent work experience