1. Client Relationship Management:
    - Build and maintain long-term relationships with existing clients through regular communication and proactive account management.
    - Serve as the main point of contact for clients, addressing their insurance inquiries, providing expert advice, and resolving any concerns or issues promptly and professionally.
    - Conduct regular policy reviews to assess clients' evolving insurance needs and identify opportunities to enhance coverage or offer additional products.
2. Account Maintenance and Administration:
    - Ensure accurate and up-to-date client information is maintained in the CRM system and other relevant databases.
    - Process policy changes, endorsements, and renewals in a timely and efficient manner, adhering to company guidelines and regulatory requirements.
    - Collaborate with internal teams, such as underwriters and claims professionals, to ensure seamless service delivery and resolution of client issues.
3. Business Development:
    - Identify cross-selling and upselling opportunities based on clients' insurance portfolios and needs.
    - Collaborate with the sales team to provide insights and support during the acquisition of new clients, including attending client meetings and preparing proposals as needed.
    - Participate in networking events and industry conferences to expand your professional network and promote the company's services.
4. Market and Product Knowledge:
    - Stay updated on industry trends, insurance products, and regulatory changes to effectively educate clients and offer suitable coverage options.
    - Conduct market research and competitor analysis to identify new business opportunities and areas for growth.

Qualifications:

- Bachelor's degree in business, finance, or a related field (preferred).
- Proven experience as a Customer Relationship Manager or similar role in the insurance industry.
- Strong knowledge of insurance products, policies, and regulations.
- Excellent interpersonal and communication skills, with the ability to build rapport and influence clients effectively.
- Demonstrated problem-solving abilities and a proactive approach to client management.
- Detail-oriented and organized, with the ability to multitask and prioritize workload effectively.
- Proficiency in CRM software and Microsoft Office suite.
- Insurance certifications are a plus.