

MARSH

Job Description

Job Title Client Executive

Organisational Position	
Department	Corporate Client Services
Region	Middle East
Location	Saudi Arabia - Riyadh/Jeddah/AI Khobar

Purpose of role

Directing the profitable handling and growth of client accounts through the delivery of the overall client relationship management strategy, and the acquisition of new clients.

Key Responsibilities

CLIENT -Relationship Management

- Seek and build strong relationships at executive and operational levels and communicate the client's strategy across personal Marsh resources including having a full understanding of the individual's character styles and the corporate style
- Responsible for the direction and management of Marsh's relationship with the client
- Manage the communication between the client and service team members
- Understand client business issues, needs and expectations
- Seek feedback on Marsh's service through ongoing client dialogue
- Agree and implement client service agreement/letter of understanding
- Ensure that diagnostic tools, Strategic Plans are completed as appropriate to identify client risks and needs. Ensure they are built in to client business plan and matched to Marsh/MMC resources/solutions
- Provide leadership by example of the proactive and enthusiastic service levels expected from client service teams
- Act as a referral point for the resolution of complex client queries internally and externally
- Host client and insurer meetings in conjunction with specialist broker and client service team
- Agree and set renewal client service and rolling risk management strategy with the client
- Overall responsibility for the co-ordination of Placement for each client

PROCESS - Procedures/Compliance

- Produce Client Service Agreement and monitor performance through client audits/interviews
- Prepare and maintain a Client Portfolio Business Plan
- Ensure operational procedures followed

MARSH

- Produce stewardship report if required
- Maintain time recording individually and ensure team compliance
- Ensure New and Expanded business is reported in the Funnel / Siebe or other relevant tool

FINANCIAL -Account Profitability

- Produce budget proposals and negotiate fees in line with account profitability/value proposition
- Ensure Pricing of Services Review
- Negotiates fee with the client

PEOPLE

- Ensure personal development plan in place to grow knowledge of clients business sector, commercial knowledge, insurance and risk and technical knowledge
- Assist with the personal development of team working on client or generally
- Demonstrates an understanding of the client's industry sector
- Undertake specified tasks as directed by your manager adhering to agreed timescales

Reporting lines	
Direct	Account Manager
Indirect	General Manager

Competencies
<ul style="list-style-type: none"> • Good knowledge of Microsoft Office/other PC based applications • Knowledge of and experience with various sales techniques • Competitive, goal-driven attitude • Excellent interpersonal skills • Strong negotiation skills • Ability to work under pressure and meet deadlines while adapting to complex concepts • Excellent follow-up and organizational skills

Specific knowledge & skills
Sound understanding of Insurance industry

Requirements
<ul style="list-style-type: none"> • Bachelor's Degree in Business (plus studying towards CII Exams. or ACII preferred, but not essential) • 3-5 years experience in Insurance field • English is a must • Arabic is a plus • Valid Driver's License