



Career Services Network Job Posting

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Account Specialist Richmond, VA

We have an exciting opportunity to further develop your career into an Account Specialist as part of our Richmond team:

- Assist Account Managers on assigned accounts, managing key processes that serve clients and undertaking the client-facing and internal activities related to these processes
- Maintains effective and productive relationships with clients. This includes fielding inquiries and helping with client solutions, following up on items such as invoice generation, fee agreements, receivables and collections, etc.
- Gathers and analyzes data on exposures, loss history, and standard and unique coverage needs for submissions with Brokering Unit. Performs submission assembly / creation where assigned
- Gathers and analyzes data and drafts assigned elements of client service plans, stewardship reports and other convincing presentations tailored to the needs of the audience and the circumstances of the presentation.
- Actively supports and monitors the renewal process.
- Where applicable, serves as liaison with Aon Client Services (ACS), coordinating activities of the client service team and ACS to ensure that key processes assigned are performed effectively.
- Receives and manages routine and complex coverage inquiries and endorsement requests. Serves as key client liaison for items such as certificates

Qualifications

- Bachelor's Degree or equivalent Risk Management / Business related curriculum preferred
- CIC, CPCU, or ARM complete/in progress strongly preferred; P and C license preferred
- Commercial insurance experience strongly preferred; approximately 2-5 years with directly related experience supporting large corporate accounts a huge plus
- Strong verbal, written and verbal communication skills to effectively partner with a variety of internal and external contacts, at a variety of organizational levels
- Proven customer service excellence
- Strong detail orientation with the proven ability to manage multiple priorities and complete work with minimal direction in a time sensitive environment
- Proficient with MS applications and demonstrate ability to learn company software tools

Aon is a global leader in risk management, insurance and reinsurance brokerage, human capital and management consulting, and outsourcing with more than 37,000 employees in 500 offices in more than 120 countries. We integrate customized services, leverage expertise across industries and apply business knowledge to our clients' strategic goals. Aon helps clients anticipate how change intersects with opportunity. Each of our clients has unique business needs, so we have developed expertise for a complete range of business processes, products and industries. Aon's account and relationship managers form a comprehensive perspective of our clients' organizations, matching our expertise to their business strategy.

Aon's professionals are unwavering in their client focus and integrity. We promote diversity, professional development, frugality and stewardship, applying a disciplined non-bureaucratic approach to help our clients realize their business potential. Drawing on our experienced team as a competitive advantage, Aon employees have the freedom to take risks, foster innovation, champion for change and replicate best practices.

For more information about Aon Corporation, visit our website at <http://www.aon.com>.
Aon is an equal opportunity employer committed to a diverse workforce. M/F/D/V

DISCLAIMER

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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