

Account Director – USA

EQECAT, Inc. is hiring an Account Director for its Americas Practice.

Education Qualifications: Bachelor's degree required with preference for insurance, finance, mathematics, actuarial science, meteorology, seismology, urban planning, cartography, software development or business administration studies.

Experience: Three (3) years experience or equivalent significant knowledge and experience in property insurance, reinsurance underwriting, general contract forms, software Service Level Agreements, insurance catastrophe modeling practices, EQECAT software, data formats, current IT hardware, SFDC, Microsoft Word, Excel, PowerPoint, Outlook or Lotus Notes. One (1) year experience or equivalent knowledge in use of Salesforce.com, preparing, writing and delivering verbal presentations to groups.

Aptitude: The human relations skills necessary to nurture client relationships. This includes presentation and language skills required to provide professional training course to clients on a small group or one-on-one basis. These skills are also necessary to engender teamwork, positive morale, and motivate fellow professionals and staff.

Account Director Position Description

The Account Director Position is responsible for managing the technical and product usage relationship for existing software client accounts in the identified target market sectors. This would include directly coordinating the continued and enhanced usage of EQECAT products and services delivered, supporting client satisfaction and account retention initiatives and product release/update and training needs for the client. The Account Director (AD) coordinates all required client and product support needs of the client and manages overall expectations of the client. Additionally, the AD provides technical and sales support to the assigned Client Relationship Director on renewal and sell-up opportunities.

The Account Director is responsible in supporting the overall direction of the Client Practice for increasing adoption of EQECAT products and services within existing clients as well as generally within the assigned Practice/Region. Increased adoption relates to expanding the use of EQECAT products for business purposes. The AD proactively supports the Client Relationship Director in tracking how EQECAT products are utilized by each client: which models are licensed, underwriting, rate making, portfolio management (and portfolio management frequency), communicating with rating agencies and regulators, communicating with counterparties, if multi-model client, relative ranking (are we first, second or third model?); all are each different yet important elements of adopting our technology.

Principal Duties and Responsibilities (PDR)

The position of Account Director may be achieved by professionals whose career paths are either account management or client support in nature.

1. Work closely with assigned EQECAT software clients to further embed EQECAT technology in the client business model and processes through coordination of product training and education, promotion of EQECAT product releases and upgrades, and responsiveness to client queries.
2. Communicate and support multiple client contacts on an operational basis, implementing the client relationship vision as directed by the Client Relationship Director and Practice Leader for the region.
3. Provide support to the balance of the Practice, Client Development and Product Support Teams through regular communication of client activities, business issues and needs in preparation for renewal activities.
4. Provide support to other Practices for their clients with operations in this region as requested and required through regular communication of client activities, business issues and needs and in preparation for renewal activities.
5. Develop tactical account management plans on assigned accounts at the inception of each license year, coordinated with the Client Relationship Director, key client contacts and Product Support personnel.
6. Coordinate and act as the key point of contact for access to all technical and product support services for each assigned account as directed by the account management plan and client requests. Provide a cohesive message to clients from internal sources.
7. Support the Client Relationship Director for assigned clients, working closely with the client contacts in catastrophe modeling and underwriting to assure client satisfaction, revenue growth and the business retention goals for the Practice.
8. Counsel and consult with clients to provide advice and direction in applying EQECAT technical solutions to fit business processes and risk analysis requirements.
9. Be a positive role model for the Client Development staff in terms of work ethic, quality and pride in performance, support of Company mission, vision, core values and policies, and teamwork and cooperation within and outside department and division boundaries.
10. Provide and coordinate pre-sales support as required on new opportunities being developed by Client Relationship Directors and Practice Leaders.

Knowledge, Skills and Abilities Required (KSAR)

The following list is generally applicable to all Account Directors:

1. Bachelor's degree required with preference for insurance, finance, mathematics, actuarial science, meteorology, seismology, urban planning, cartography, software development or business administration studies.
2. Three (3) years experience or equivalent significant knowledge and experience in property insurance and reinsurance underwriting and accumulation management related to property and business interruption. All professionals at the Account Director level should have moderate to strong knowledge and experience in primary, E&S and reinsurance underwriting practices, global property underwriting programs, accumulation management protection strategies, insurance-linked security products and practices, etc.
3. Three (3) years experience or equivalent working knowledge of insurance catastrophe modeling practices including modeling data requirements, modeling components, analytic results, loss exceedance curves, risk metrics and general IT and system environments supporting catastrophe modeling.
4. Three (3) years experience or equivalent working knowledge of EQECAT software including the hazard model component and stochastic event set, the stochastic risk atlas, vulnerability component, financial modeling component, data input functionalities and formats, results export functionality and the EQECAT Product Development Roadmap.
5. Three (3) years experience or equivalent working knowledge of data formats and requirements used to support insurance and reinsurance underwriting and catastrophe modeling practices; includes working knowledge of varying industry formats for collection and transmission of exposure and modeling data such as EDM, EDI, Excel, CSV formats and benefits or limitations of each related to catastrophe modeling.
6. Three (3) years experience or equivalent knowledge of current IT hardware, related configurations and networks used in the business community today and the impact on successful deployment of software utilizing similar IT configurations including hardware acquisition process, time and cost, planning for installation, etc.
7. Three (3) years experience or equivalent working skill level usage of SFDC, Microsoft Word, Excel, PowerPoint, Outlook or Lotus Notes e-mail products; 1 year experience or equivalent knowledge in use of Salesforce.com portal for managing contacts, accounts and opportunities.
8. One (1) year or equivalent experience in preparing, writing and delivering verbal presentations to groups of five (5) persons or more in a public or business setting including the use of visual aids and media tools such as Microsoft PowerPoint or similar products.
9. Successful completion of recognized/registered Customer Centric Selling or Client Management program (4 day minimum) with minimum one (1) year experience in practical application of same in the selling or client relationship management process.
10. Three (3) years experience or equivalent knowledge of general contract forms used in software licensing and consulting agreements with working knowledge of Service Level Agreements as used in the software industry.
11. The human relations skills necessary to nurture client relationships. This includes presentation and language skills required to provide professional training course to clients on a small group or one-on-one basis. These skills are also necessary to engender teamwork, positive morale, and motivate fellow professionals and staff.

Disclaimer Clause

This position description is not intended, and should not be construed, to be an all inclusive list of responsibilities, skills, efforts or working conditions associated with the job of the incumbent. It is intended to be an accurate reflection of the principal job elements essential for making a fair decision regarding the pay structure of the job.

Working Conditions

Significant travel will be required to visit clients, participate in industry conferences and to visit with EQECAT colleagues in other offices. Work will normally be performed in an air-conditioned office environment and will be non-manual in nature.

Reporting Relationships

Reports directly to the Practice Leader within the Client Development Group for EQECAT.

* EQECAT, Inc. is an EOE – M/F/D/V