

Agency Relationship Manager

- Do you have a passion for problem solving, and are inspired by the thought of “what’s next”?
- Do you have a passion for going above and beyond to deliver a "wow" experience?
- Do you jump at the opportunity to take risks and to learn from your mistakes?
- Do you often ask yourself, “What more can I do to achieve the results my company needs?”
- Are you an accountable self-starter who thrives in a team environment?

If you answered these questions with an emphatic “Yes!” then please keep reading...

ABOUT INDIUM

As a small but mighty disruptor in our industry, everything we do is meant to challenge the status quo of insurance, giving our partners the competitive edge they need to win, both now and in the future. It is this noble purpose that inspires us every day to be awesome. And now we are looking to add our next rock star to our unstoppable team who will flourish in our culture of freedom and responsibility.

As an organization firmly grounded in our values of trust, respect, honesty and integrity, we measure success by how much, how quickly and how effectively we problem solve (especially under pressure).

ABOUT OUR AGENCY RELATIONSHIP MANAGER

As our Agency Relationship Manager, you’re a resourceful and creative problem-solver who believes anything is possible. Your positive attitude and strong interpersonal skills enable you to establish highly effective relationships, both inside and outside Indium. Your highly accountable and authentic nature instills trust and loyalty among our agency partners with whom you work, resulting in more agents doing more with us, more often. You’re a champion of our brand and the independent agent, and you’ll go to great lengths to deliver a “wow” experience – fueling growth for our partners and Indium!

EXPECTATIONS OF THE ROLE

The primary responsibility of the Agency Relationship Manager is to increase engagement and brand loyalty while developing deep relationships among our agency partners. This highly visible role will be responsible for supporting sales and marketing activities that result in profitable premium growth and sustainable renewable revenue for Indium, and enhanced growth and independence for our agency partners. Essential duties include but are not limited to:

1. Collaborate with internal marketing and relationship management teams and external carrier partners and company partners to establish and maintain a strong knowledgebase of company products and services.
2. Drive agency partner awareness of company products and services through the effective use of marketing collateral, email, phone and face-to-face communications, and attending industry events and trade shows.
3. Identify agency issues and opportunities and provide strategic guidance to agency partners to drive adoption and utilization of Indium's products and services.
4. Obtain and leverage agency partner feedback to improve the overall agent experience with Indium.
5. Be accountable to the organization by developing, implementing and measuring Objectives and Key Results (OKRs) to show activities, results and planned activities.
6. Work collaboratively with internal marketing and relationship management teams to plan, develop, implement and evaluate comprehensive marketing and promotional campaigns that assures optimal agency partner awareness, adoption and loyalty.
7. Proactively engage targeted groups of agency partners through various methods, including lunch & learns, networking meetings, webinars, etc., to drive awareness and adoption of Indium's value proposition.
8. Develop and maintain a thorough and in-depth knowledge of competitors in the marketplace and industry trends.
9. Be a leader of change, implement strategies and cultivate our culture of freedom and responsibility.
10. Perform any other related duties as required or assigned.

EDUCATION AND EXPERIENCE

Undergraduate degree in marketing or communications, or relevant major of study, such as economics, business administration, or sales.

5-10 years of related experience. Experience working with independent insurance agents a plus.

Or, equivalent combination of education and relevant experience in a related role, such as sales, customer service, relationship management, account management, or underwriting.

People leadership experience (informal or formal) a plus.

Proven outstanding verbal and written communication skills.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

SOFTWARE SKILLS REQUIRED

Mastery: Typing, Data Entry, MS Office product suite (XL, Word, PowerPoint)

Advanced: Customer Relationship Management (SalesForce)

ADDITIONAL INFORMATION

This position is a full-time, non-exempt, mid-level position reporting to our Leader of Sales and Brand Marketing (or CEO). Advancement opportunities commensurate with consistent high performance relative to our company values and job expectations, and demonstrated proficiency with these associated core competencies:

- Business Acumen, Dealing with Ambiguity, Customer Focus, Interpersonal Savvy, and Problem Solving.

Role includes heavy travel (85% of the time) in support of agency visits, carrier meetings, industry events and trade shows.

TOTAL COMPENSATION

Salary (commensurate with experience), plus participation in the company's incentive compensation plan.

We offer a modern-day work environment that supports a flexible work schedule, unlimited PTO, wellness and community involvement. The Indium benefits program gives employees the flexibility to select benefits that meet their needs and the needs of their families. We offer health and financial benefits, along with the information employees need to make informed decisions about their care.

Our benefits program includes:

- Medical, dental and vision care coverage
- Unlimited paid time off plan
- 401(k) Savings Plan
- Flexible Spending Account and Health Savings Account
- Group Term life insurance
- Short-term and long-term disability
- Employee Assistance Program
- Tuition reimbursement