



## POSITION DESCRIPTION

<b>Position:</b>	Account Executive National Accounts & Affinity	<b>Last updated:</b>	24th January 2008
<b>Department:</b>	National Accounts & Affinity	<b>Reports to:</b>	National Accounts & Affinity Manager
<b>Location:</b>	Sydney	<b>Direct Reports:</b>	Nil

<b>Summary of Role:</b>	
<p>Directly assist Manager to;</p> <ul style="list-style-type: none"> <li>Service a portfolio of key accounts, affinity and scheme business, ensuring that a high degree of quality customer service is provided to all clients at all times.</li> <li>Assist State Managers to targeted key accounts to provide best practice insurance broking.</li> <li>Contribute towards the Company's profit objectives through the effective management and attainment of revenue and expense budgets.</li> <li>Contribute to the achievement of Divisional and Team business plans and objectives.</li> </ul> <p>Contribute to business growth objectives of ICF through the development of new business and retention of existing business, specifically in delegated accounts and/or programs.</p>	
<b>Scope of Authority:</b>	
Geographically – National & International	
<b>Key Relationships:</b>	
<b>External:</b>	
Insurers, Clients, State Branches	
<b>Internal:</b>	
National Accounts and Affinity Manager, CEO, State Managers, Account Managers, Account Executives and Account Brokers	
<b>Key Result Area:</b>	
Account Management	<ul style="list-style-type: none"> <li>• Support National Accounts and Affinity Manager in; <ul style="list-style-type: none"> <li>• Account management of all Harvey Norman insurance transactions on a national and international basis</li> <li>• Account management of other designated major accounts</li> <li>• Development and management of new national major accounts</li> </ul> </li> <li>• Serve as Account Executive specifically on Harvey Norman related entities growing own portfolio, cross and up selling, and retaining client base within company standards through renewal retention strategies</li> </ul>
Major Accounts	<ul style="list-style-type: none"> <li>• Support National Accounts and Affinity Manager to; <ul style="list-style-type: none"> <li>• Assist State Managers with marketing and placement of major accounts as identified by State Managers</li> <li>• Develop new major accounts</li> <li>• Create materials that can be used by all States to develop major accounts</li> </ul> </li> </ul>

National Responsibility for Group Program Business	<ul style="list-style-type: none"> <li>• Support National Accounts and Affinity Manager to;                             <ul style="list-style-type: none"> <li>○ Review status of all existing programs</li> <li>○ Establish plans for each</li> <li>○ Conclude development including appointing a responsible operative per program within each state in agreement with State Manager</li> <li>○ Develop marketing plans and materials</li> <li>○ Establishment budgets / accountabilities</li> <li>○ Monitor progress and report to CEO monthly</li> </ul> </li> <li>• Develop and implement new program/affinity business opportunities</li> </ul>
Other duties as assigned	

Personal Specification:		
	Essential:	Desired:
<b>Education</b>	HSC or equivalent	
<b>Certification/Compliance</b>	FSRA Tier 1	QPIB
<b>Experience</b>	Substantial experience in insurance/broking industry across all Classes of General Insurance	
Critical Competencies:		
	Essential:	Desired:
<b>Role Specific:</b>	MS Outlook Eglobal / Sunrise exchange	Thorough claims, underwriting and insurance product knowledge
<b>Behavioural:</b>	Sales & Negotiation Customer Relationship Management Communication Collaboration Innovation Planning & co-ordination Work & Time Management Problem Solving Initiative Business Acumen Delegation	Training Presentation Skills

I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of the organisation and can be required to work in any location under the jurisdiction of the organisation.

<b>Name:</b>		<b>Signature</b>		<b>Date:</b>	
<b>Manager's Name</b>		<b>Signature:</b>		<b>Date:</b>	