

ZAD Allianz Bulgaria is part of Allianz SE - a world leader in insurance and financial services.

The company has history of over 128 years, strong experience, company policy and high standards for its customers and employees. In relation to the expansion of our team we are currently looking for serious and ambitious candidates for the position:

Key Account Expert in the broker center – E_B

MAIN RESPONSIBILITIES:

- Discuss and complete contract details with allocated brokers, respond to broker inquiries, set up collaboration routine and servicing modus operandi;
- Maintain broker relationships, offer proactively process improvements aiming to foster open communication; provide the broker with the support needed to successfully offer, sell and service Allianz products;
- Provide 360-degree servicing to allocated brokers:
 - Generate and issue policies for brokers as per preliminary aligned SLAs
 - Provide regular reports – standard or tailor-made by broker request
 - Reduce administrative burden and resolve conflicts
 - Assist with questions on products and systems; provide marketing materials
 - Manage campaigns and marketing efforts
 - Serve as first point of contact for any other broker requests; serve as a bridge to other Allianz departments (Underwriting, Claims, etc.)
- Serve as a strategic partner to the broker by:
 - Concentrating broker focus on selected products and target client groups
 - Setting up realistic targets (plans), monitoring and helping brokers fulfill them
 - Organizing and facilitating trainings, broker events, etc.
 - Leading strategic dialogues and 180-degree feedback on a regular basis
 - Escalating broker concerns / suggestions to the Head of Broker Center and Chief Sales Officer
- Communicate broker-related results, strategic direction, issues to Head of Broker Center
- Proactively screen the market and suggest to Head of Broker Center potential brokers for Broker Center onboarding

MAIN REQUIREMENTS:

- Higher education – Bachelor's or Master's degree
- Written and spoken English language proficiency
- Minimum 2 years of insurance experience; experience with insurance intermediaries and / or brokers is a significant advantage
- Excellent communication and presentation skills
- Experience in account management or team management

NECESSARY DOCUMENTS:

- Curriculum vitae
- Cover letter

WHAT WE OFFER:

- Opportunity to develop in an international financial institution
- Opportunity to interact with multiple internal and external stakeholders
- Dynamic and interesting work and career opportunities
- Excellent working conditions
- Access to promotional rates for products and services from all companies in the Group
- Additional social benefits

Documents shall be submitted by September 1, 2019 (incl.) to malina.djekova@allianz.bg

Only short-listed candidates will be invited for an interview.

Applications will be reviewed in strict confidentiality.