



JOB TITLE: Risk Solutions Specialist

SUMMARY: Responsible for design and implementation of services that add value to client relationships

DUTIES AND RESPONSIBILITIES:

- Creates a resource library of documents and presentations available for company use.
- Utilize tools and subscription services such as Zywave, Advisen, etc., to help internal and external parties have access to emerging issues, benchmarking, etc.
- Works with internal sales and service staff to help understand what is available to them via subscription services such as Zywave, Advisen, etc.
- Internally and externally promotes and understands alternative risk financing tools; captives, loss sensitive programs, etc.
- Listens to client concerns, provide meaningful advice and agree on potential solutions.
- Leverages analytics to inform risk strategies and help clients make better decisions.
- Understands the client's overall business, operations, macroeconomic environment, risks, and financial tolerance and align appropriate risk strategies.
- Elevates and ensures consistency of commercial lines products and services.
- Aids in the development of MDP Commercial Lines Proposal for use with agency management system.
- Aids in the development of standard MDP Commercial Lines RFP template.
- Works in partnership with cross functional teams on RFP and new business efforts.
- Oversees complex/large claims and acts as an advocate to ensure that claims are handled fairly and timely.
- Builds and expands customer relationships by consistently delivering best-in-class service.
- Collaborates with the team and insurance carrier with the development of annual client service, risk control and claim review plans and ensures their execution.
- Contributes to a positive, respectful work environment.
- Retains flexible, creative approach to solving client issues.
- Stays abreast of industry trends and changes in governmental regulations and shares info regularly and internally.
- Performs other responsibilities and duties as needed.

QUALIFICATIONS:

- Bachelor's Degree in Business Administration or related field
- A minimum of 7-10 years of progressive casualty brokerage/consulting experience
- Maintains a network of key market relationships

- Extensive knowledge of Property & Casualty insurance
- Exceptional oral/written communication skills
- Superior negotiation skills
- Strong problem solving/client service skills—must be able to grasp broad business concepts, research complex issues and develop strategies linked to corporate objectives
- Strong interpersonal skills and ability to instill confidence in clients and team
- Professional/polished presence to represent MDP in the highest professional manner
- Must be a self-starter and able to work independently to meet deadlines
- Local travel required
- Ability to work outside of normal business hours as needed
- State of Maryland Property and Casualty Insurance License required.
- Computer skills required: Epic Online Database software; Microsoft Office Suite

COMPETENCIES:

- **Customer Service** - Manages challenging customer situations; Responds promptly to customer needs; Solicits feedback to improve service; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Demonstrates presentation skills.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect regardless of status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Written Communication** - Writes clearly and informatively; Edits work; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand/walk; frequently required to sit; continually required to utilize hand and finger dexterity and to talk or hear. Normal office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not an exhaustive statement of requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

