

# Cirrus Insurance Department Account Manager

## Job description

### Description

Wings Insurance's Mission is to deliver an aviation experience that goes beyond meeting our customer's basic needs. It means doing everything possible so that every interaction the customer has with us, exceeds their expectations. The Cirrus Insurance Account Manager provides insurance policy support and information, answers questions and identify customer needs to achieve ultimate customer satisfaction. If you're dedicated and ambitious, Wings Insurance is an excellent place to grow your career!

Wings Insurance offers a competitive benefits package which includes Health/ Dental Insurance; 401(K) matching; Paid time off; Disability insurance and more.

### Job Summary

The position will be responsible for ensuring customer satisfaction to all Cirrus Insurance customers from the date the aircraft order is received through the delivery of their aircraft and beyond. The Cirrus Insurance Account Manager maintains and enhances the customer relationship by providing a professional, no hassle environment in all areas of the delivery process.

### Duties and Responsibilities/Essential Functions

- Negotiate insurance quotes, generate sales presentations, and quote follow-up
- Collaborate on company service and marketing strategies
- Process customer proposals and change requests
- Enter new application data into the CRM system
- Foster strong relationships with underwriters to maintain a high level of client retention and brand loyalty
- Work with Salesforce, DocuSign, BOX, Microsoft Office programs
- Receive and respond to urgent customer emails on occasion during evenings and weekends
- Prepare insurance documents needed for delivery
- Close Collaboration with the Cirrus Aircraft delivery team
- Facilitate opportunities to gather information to improve and enhance the customer experience

## Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 4-year degree or relevant work experience.
- Private Pilot License or aviation experience preferred
- Basic knowledge of various aircraft preferred
- Proficient in Microsoft Office programs
- Experience using SalesForce (preferred; not required)
- Strong organizational skills and excellent customer service skills
- Possess a passion for aviation
- College degree preferred, but not required
- Confident and assertive
- Exceptional written and verbal communication skills
- Relentless willingness to learn
- Self-driven, able to work independently and efficiently
- Outgoing and enjoys talking to people
- Honest, trustworthy and dependable
- Committed to helping grow the company

Salary commensurate with experience

**CONTACT: Christine Wetherell**  
**Director of Administration**  
[cwetherell@wingsinsurance.com](mailto:cwetherell@wingsinsurance.com)  
**952-641-3144**