



CAREER OPPORTUNITY

Position: Agency Trainer

Office: Various

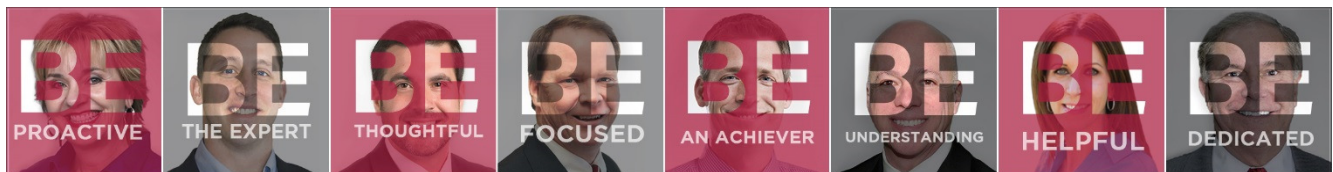
Status: Full-time

Career Level: Mid-Career +

Reports to: Senior Vice President of Customer Service

Salary: Based on Experience

Benefits: Profit Sharing, Community Involvement and Volunteer Opportunities, Full Benefits Package Including: Generous PTO/Holidays, Health Insurance, Dental Insurance, Life Insurance, Vision Insurance, 401K with a Friendly and Casual Work Environment



As the Agency Trainer you will be responsible for the onboarding of new employees and Agents across all departments and coaching of existing employees.

Major Responsibilities:

- Conduct new employee and Agent onboarding and orientation, whether in house, or offsite traveling as needed
- Conduct training on office systems including Epic, Windows, iOS, Microsoft Office Suite, Adobe, Zywave
- Guide established employees to better efficiency and productivity
- Conduct annual employee audits and provide training based on the findings
- Evaluate and change processing workflows as technology and equipment are advanced



Knowledge, Skills and Abilities:

- A minimum of 5 years' experience in Commercial Lines. Having some experience with Personal Lines or Benefits preferred
- Experience in training, coaching or mentoring
- Ability to apply critical thinking, make sound judgements, and pay attention to detail
- Above average interpersonal skills and strong sense of urgency for accomplishing tasks and meeting strict deadlines
- Excellent written and verbal communication skills
- Ability to effectively build and maintain positive working relationships with management and peers
- Experience using an agency management system, Epic preferred
- A strong understanding of general business practices and good mathematical skills
- Bachelor's Degree or equivalent experience

Other Requirements:

The ideal candidate has a high level of technical insurance knowledge, is highly organized and can manage a variety of personalities. The selected candidate must have their Property & Casualty Insurance License and additional insurance designations are a plus. A valid driver's license is required for frequent day travel between offices and occasional overnight travel.

Working Conditions:

Fast-paced multi-tasking service environment

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