



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, CSR24, Windows, iOS, Microsoft Office Suite, Adobe, Zywave
- Ongoing training with new and existing employees
- Cross training employees who want to learn other lines of business
- 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
- Handle Help Desk tickets
- Handle administration of the insurance company websites including enrollments and logins
- Help with Insurance Company appointments
- Help with Licensing
- Conduct training webinars



Knowledge, Skills and Abilities:

- A minimum of 5 years' experience in Commercial Lines. Having some experience with Personal Lines or Benefits preferred. Must be willing learn and train all lines of business.
- A welcoming "can do" attitude
- Must be resourceful in trouble shooting software and hardware
- 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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Founded in 1960, Robertson Ryan & Associates, Inc. offers a broad range of solutions for Business, Benefits and Personal Insurance. We counsel and assist more than 40,000 clients from small businesses to national accounts in all industries. With over 250 employees and 130+ insurance companies we are the 50th largest privately held agency in the nation. Robertson Ryan is unique in that each agent is an Agent Owner making client service and satisfaction a top priority. Our culture is dynamic, fun and most employees have worked at RRA well over a decade.

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