

**Help revolutionize an industry**  
that's all about helping people.



**Build your career at an insurance agency.**

AGENCY LOGO  
GOES HERE

street or website address

Do you like to be challenged and want a profession that is new every day and never boring? Do you like helping people, and want a career that will have a meaningful impact on people's lives? Would you like to be at the forefront of change, helping to make the most of digital technologies, data and analytics? Then look no further than a career at an independent insurance agency.



At its core, insurance is about helping people and being there for them in their time of need. And this is an exciting time in a changing industry. Many agencies are in the midst of a digital revolution, implementing new technologies to help customers have a better experience. A career at an insurance agency is a place where you can make a big impact.



## Did you know....

**Insurance agencies are everywhere.** From small towns, to medium suburbs to large cities – wherever you want to live, there will most likely be at least one independent agency in that area.



### **Agents are community oriented.**

Our clients are often our neighbors and we help them on some of the worst days of their lives when they suffer insurance losses.

**There are exciting new areas of risk and insurance coverage.** Insurance is so much more than auto and homeowners policies. Cyber insurance, green insurance and developing protection plans for marijuana companies and craft breweries are just a few of the new areas of insurance.



## What it's like...

**Everyday is different.** When you work with a diverse set of customers, they all have different priorities and different coverage needs. There is no one size fits all approach to insurance, which can make coming into work every day an exciting adventure.

**You're part of a team.** A team with two common goals: serve your customers and grow the agency. You get face time with everyone and an opportunity to learn from those who have decades of experience – helping to quickly advance your career.

**Everyone needs insurance.** Individuals and businesses will always have complex situations for which they will need expert advice and guidance in choosing the right insurance product and policy.

# There are all types of roles at an insurance agency.

**Insurance is about developing relationships and delivering a great customer experience. Positions at an insurance agency include:**

## **Principal:**

This is the boss. They typically own the agency and are in charge, overseeing day-to-day operations, developing strategies to help grow the business, manage long standing client relationships, and assist other team members when questions arise.

## **Producer:**

These are the salespeople. They are in charge of acquiring new customers and maintaining relationships with existing clients. They also are critical thinkers and quick problem solvers – determining the type of coverage that best meets the client's unique needs.



## **Customer Service Representative (CSR):**

These individuals are the backbone of the industry. They work with clients who are filing claims to help expedite the process and help the customer get on the road to recovery as fast as possible.

## **Selling CSRs:**

Like helping people but also enjoy the challenge of sales? Then this position is right for you. These individuals not only help customers file claims but can also sell policies to existing and new customers.

## **Administrative Jobs including Marketing, HR, Strategy and Assistants:**

Agencies of all sizes need individuals who help them run day to day. These roles include bill processing, HR recruitment, marketing the agency, and other administrative tasks.



## Five Reasons to Choose a Career at an Agency.

- 1.** You are making an active difference in people's lives. Not only do you provide protection for when the worst happens to a customer, but most independent agents are pillars of the community and often take active roles in service events.
- 2.** There is an abundant opportunity for growth. A larger number of insurance leaders are retiring. Not only does this open up job opportunities, but it means you will play a role in the future of the industry.
- 3.** There is something for everyone. Whether you prefer traditional personal or commercial lines or you want to delve into a budding new coverage market like marijuana, you can find the area that fits your interest and the position that suits your specific skills.
- 4.** You can have a work-life balance. Agencies are not Wall Street and while you will certainly work hard while you are on the clock, you are not working 24/7. Most agency principals value family and the importance of having a life outside of the agency and they encourage their employees to do the same.
- 5.** You get to be part of team. There is no "I" in agency. Agency life is collaborative. You all must work together to serve the customer and make sure the agency is running on all cylinders. Whether you are the agency principal, producer, CSR or administrative assistant – each role is important, and you all contribute to making sure the agency succeeds.