

Renaissance Alliance Insurance Services, LLC

Job Title: Agency Success Coach
Department: Renaissance Marketing
Reports To: Lisa Johnson, Senior Vice President, Marketing

SUMMARY

This Renaissance Alliance Insurance Services (RAIS) position is responsible for managing assigned member agency relationships and activities. Paramount among the responsibilities are maintaining member satisfaction and fostering member premium growth.

EDUCATION and/or EXPERIENCE

- Bachelor's degree or equivalent in years of experience and training
- Minimum seven years of insurance industry experience, preferably agency experience
- Knowledge of Microsoft Office applications required
- Knowledge of agency management systems such as AMS360, Applied Systems and EZLynx is preferred

ESSENTIAL DUTIES AND RESPONSIBILITIES

Other duties may be assigned.

- Engages in frequent contact with assigned RAIS agencies; visits agencies regularly to build and maintain positive, strong relationships; identifies agency concerns and communicates them to appropriate RAIS managers for positive resolution; follows-up with agency to confirm resolution.
- Works to gain trust at all agency levels. Must be able to work credibly with agency principals, customer facing staff and all levels in-between.
- Identifies opportunities for growth initiatives and works in cooperation with agencies to design these initiatives.
- Analyzes agency metrics and regularly reviews and interprets key metrics reports with assigned agencies.
- Sets agency benchmarks and goals for growth initiatives based up data analytics.
- Designs and implements practices to improve efficiencies and increase agency growth, based on the specific commitment, capabilities and capacity of the agency.
- Serves as a catalyst for RAIS programs and services to foster growth and efficiency in member agencies.
- Trains agencies on new or enhanced RAIS operational processes, procedures, software and value-added services, either by training agency staff directly or by engaging appropriate RAIS staff.
- Evaluates training tools and supporting documents for their usefulness to customers. Identifies and communicates areas for improvement to achieve maximum effectiveness for agency users.
- Collaborates with RAIS managers and staff members in defining and designing elements required to deliver exemplary services and products for the benefit of RAIS agency members and their customers.

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- Documents agency visits and projects in appropriate data systems. Prepares and shares timely status reports based on this data.
- Attends professional association, carrier, and industry educational and networking meetings as appropriate.
- Maintains consistent corporate image throughout product lines, promotional materials and events.

SUPERVISORY RESPONSIBILITIES

None currently

COMPETENCIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit situation; Able to deal with change, delays, or unexpected events

Customer Service – Excellent customer service skills, Manages difficult or emotional internal or external customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments

Dependability - Follows instructions, Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work if necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan

Learning, Growth & Development - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed; Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Commits to long hours of work if necessary to reach goals; Measures self against standard of excellence

Process Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback