

Lawley

INSURANCE | EMPLOYEE BENEFITS

Training Specialist – Personal or Commercial Insurance

Position Focus:

- Coordinate and provide workflow, procedure and system training for staff and new hires
- Collaborate on sales and service initiatives and development of tools to measure success metrics and identify training needs across our footprint
- Coordinate and communicate departmental appropriate coverage training opportunities and provide training as needed for all associates in department
- Create and analyze reports to monitor work flow efficiency, training needs and effectiveness, associate consistency and compliance, and progress for all locations
- Maintain internal department communication resources (intranet) for procedures and content
- Collaborate with learning & development department and other training specialists
- Provide feedback to managers on training progress and performance of associates
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs and scorecard

Successful candidates possess:

- Corporate training experience 3 years or more; Insurance experience required
- Insurance designations preferred; Property/Casualty License required, or ability to obtain in 6 months
- Demonstrated ability to train and mentor associates
- Extensive and up to date knowledge of business workflows, processes and procedures
- Applied/EPIC experience is preferred; ability to learn, navigate and train on Insurance CRM required
- Ability to travel between branch offices on a routine basis
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- Positive attitude, even in a fast-paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills
- Precise verbal and written communication skills, even under time constraints

What's in it for you? *The Lawley Advantage!*

- Fulfilling career securing your clients' well being
- Competitive salary, referral bonuses **AND** annual bonus eligibility
- Great Benefits (Medical, Dental, Vision, Wellness-- the works!)
- Educational and growth opportunities
- Generous PTO and 401K upon hire
- Comfortable, family-oriented culture
- Office hours 8-4:30. Lawley is not a call center environment
- Work hard, play hard!!!



Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.