

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 age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.'