

Lawley

INSURANCE | EMPLOYEE BENEFITS

Training Specialist – Personal or Commercial Insurance

These are the *fundamental* components of the job:

- 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

Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

Skills / traits that we value for this role:

- 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



'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.'

A bit about Lawley!

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (nearly 70 years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

Why Lawley?

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1st day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$51,498.15 to \$85,830.25.

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