

JOB POSTING

October 22, 2019

VP Customer Acquisition & Service

- Position Description:**
1. Develop the strategy and structure; and provide the leadership necessary to:
 - Generate sales through Rural's exclusive agency system.
 - Increase the number of qualified and trained agents.
 - Create brand awareness in Rural's insurance markets.
 - Provide excellent customer services and care to retain existing customers.
 - Ensure strong agent relations.
 2. Direct the overall operations of Statewide Services, Inc so that Rural Mutual and Nodak agents will have quality markets to handle exposures that are outside the scope of business written in the standard markets.
 3. Recruits, selects and develops Customer Acquisition & Service team members.
 4. Collaborate with the Wisconsin Farm Bureau Federation to develop strategies and programs that promote the missions of both organizations.

- Qualifications:**
1. Bachelor's degree in risk management & insurance, business administration or related degree or equivalent work experience.
 2. Successful senior level management experience at a property & casualty insurance company desirable.
 3. Ability to think strategically and creatively.
 4. Superior leadership skills and the ability to coach, mentor and motivate staff.
 5. Superior communication skills.
 6. Ability to build consensus, rally support around common goals and to motivate groups and individuals.
 7. Ability to process and comprehend large amounts of detailed information, consider the implications and consequences of new facts and make decisions.
 8. Management experience with responsibility for large-scale initiatives involving significant dollar amounts and implications, a large staff, and many diverse stakeholder groups.
 9. Strong project management skills.
 10. Understanding of the relationship between Rural Mutual Insurance Company and the Wisconsin Farm Bureau Federation.

How to Apply: SEND COVER LETTER & RESUME TO MARK SCHUSTER, DIRECTOR HUMAN RESOURCES BY NOVEMBER 8, 2019

