

Position Opening

Agency Training & Automation Associate (Remote)

Duties & Responsibilities:

- Accurately and timely prepare and distribute daily, weekly and monthly reports to District Managers (DM's) by distributing Growth Reports; Complete and distribute weekly quote activity and sales reports; Distribute and submit Registered Rep correspondence monthly.
- Assist District Managers with quarterly meeting set-up, arrangements, presentations and content.
- Assist District Managers with correspondence by preparing letters and emails to agents regarding contract status, agency reminders and progress information on review program, sales activity etc.; assist with contest tracking; processing vacation requests for financed agents; agency paperwork for LLC or INC changes; new assistant paperwork and system access; assist with gathering client reports for Financed to Career changes and complete career agent checklist; new agent on-boarding paperwork.
- Complete tasks associated with policy transfers, reassignments, and completion of Weekly Agent Change logs.
- Review agent appoints on OCI Website according to schedule.
- Process CAMP changes for financed and career agents as required.
- Provide coverage on ACD line to assist DM, agents and assistants with daily CAMP change requests, workflow questions and assistance with online payment processing (Web, RDC, CSS).
- Assist with the organizing, planning and presenting of various forms of onboarding and skills training for employees.
- Assist in evaluating training and automation program effectiveness through assessments, surveys & feedback.
- Help agents and assistants improve upon or enhance existing skills.
- Maintains confidentiality and protects operations by providing service and keeping information confidential.
- Perform other duties as assigned.

Qualifications:

- Associate level degree in a related field or equivalent experience required.
- Strong interpersonal communication skills.
- Demonstrates adaptability by approaching situations in real time to match the shifting demands of different circumstances.
- Proven ability to work in a self-motivated environment.
- Excellent written and verbal communication skills.
- Excellent telephone skills.
- Understanding of basic accounting principles.
- Proven ability to multi-task and meet deadlines.
- Knowledge and understanding of insurance business and products of Rural Mutual Insurance Company.
- Experience working with RMIC systems
- Experience presenting information in reports, graphs, written and oral formats.
- Proven ability to work with Microsoft Office products (i.e. Excel, Word, TEAMS, PowerPoint).
- Bachelor's degree in a related field or equivalent experience preferred.
- Participation in industry-related programs such as IIA etc. preferred.
- Property & Casualty license preferred.
- Bilingual abilities (Spanish, Hmong, etc.) a plus.

How to Apply:

Email cover letter and resume to:

Mark Schuster, VP Organizational Development
mschuster@ruralins.com
(608) 828-5404

Rural Mutual Insurance Company is an Equal Opportunity Employer