Great Careers to Consider

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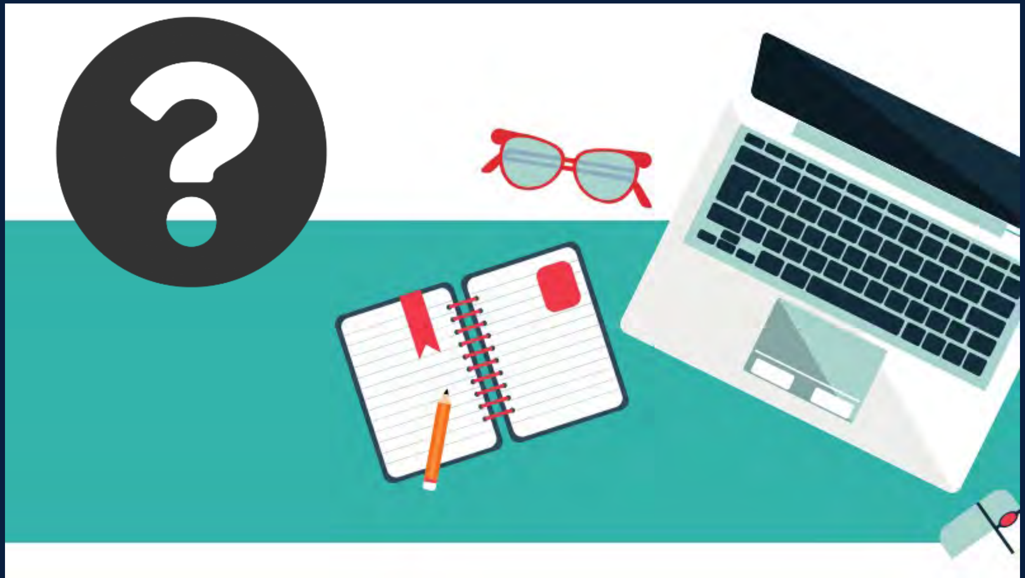
Module 1 Learning Objectives

In this module, you will learn:

- Useful tips on what you should consider when seeking employment.
- The variety of markets served by the insurance industry.
- The many careers that are available within the insurance industry.
- Important skills that will enhance your professional success.
- How an insurance career can offer personal and professional growth and satisfaction.
- A brief overview of traditional and stable insurance careers.
- Professional designations you can earn as an insurance professional leading to higher pay and career growth.
- Technological innovations creating new, exciting insurance careers.

WHAT IF YOU COULD...

- Enjoy a good salary with benefits
- Help people in your community
- Learn something new every day
- Work in area that you are passionate about
- Have flexibility in your work schedule or where you work
- Rise through the ranks quickly
- Travel for work
- Meet interesting people and have great managers and co-workers
- Even be your own boss



Welcome to the Wonderful World of Insurance Careers

...where career possibilities are endless, and advancement and opportunity is unlimited.

Important Job Search Needs

SALARY. How much does the job pay? What will be your net paycheck after taxes and other deductions?

LOCATION. Where is the job located? Are there options for telework or flexibility in scheduling. Consider if you have transportation to get to the job or the ability to telework?

BENEFITS. Will the employer provide benefits such as health care, dental and vision insurance, matching funds for a 401k plan, pension, paid vacation and sick leave?

Career Advancement. Are there opportunities for advancement? What type of professional development is available to help you advance? Do you provide leadership training? Mentor opportunities?

Job Description. What is the overall job description? What does the day-to-day job look like? How do the job duties fit into your likes and dislikes? Who else will you work with ? Who do you support? How does this role fit into the mission of the organization?

Office Culture. How would the organization describe its office culture? What is the dress code? How would people who work here describe the culture?

Responsibilities. How much supervision does this role require? How is your work evaluated? Is there a formal evaluation process in the place. Does your immediate supervisor have an open-door policy?

HOURS. What are the office hours? Is there overtime required? Do you need to work nights and/or weekends? Is there travel involved with this position? If so, how often would you be traveling for this position?

Working Conditions. Will you be working in an office? Is the environment well maintained and safe? Will you be sitting or standing? Are there any immediate plans to change the office structure?

Insurance *Markets*

So Many Types

- Architects & Engineers
- Auto
- Aviation
- Builders Risk
- Classic Cars
- Cyber Liability
- Employment Practices
- Environmental Liability
- Equine
- Flood
- Homeowners
- Hotels & Motels
- Life & Health
- Liquor Liability
- Marine
- Product Liability
- Public Entities
- Publishers Liability
- Restaurants & Bars
- RVs
- Special Event
- Trucking
- Umbrellas
- Workers Comp

Important Career Skills

COMMUNICATIONS
Writing
Speaking
Listening
E-mail and telephone etiquette

PROBLEM SOLVING
Thinking outside the box
Entrepreneurship
Creativity: spark new ideas
Decision Making

TECHNOLOGY
Word Processing & Spreadsheet
Database & Analytics
Electronic Presentation
Web Navigation & Research

CONTINUOUS LEARNER
Remain relevant
Intellectual & Career Growth
Prepare for the unexpected
Broaden your capabilities

CUSTOMER RELATIONS
Empathy & Honesty
Persuasive & Positive
Patience
Taking Responsibility

TIME MANAGEMENT SKILLS
Prioritizing Tasks
Organized Approach
Delegation
Goal setting

Many Career Choices in Insurance

Sales & Marketing
Insurance Agent, Manager

Customer Service
Account Executive

Analytics
Actuary or Analyst

Finance
Finance Professional

Catastrophe Adjusting
Claims Adjuster

Risk Analysis
Underwriter

Engineering
Risk Manager

Technology
Technical Support

Management
Director, Attorney

Communications
Public Relations, Social Media, Graphic Design

Office Administration
Office Manager

Other
Human Resources, Investigator, Drone Pilot

From analytics to marketing and sales to information technology; from damage appraisal and investigation to customer service to human resources and finance to risk management — there's a place for you.

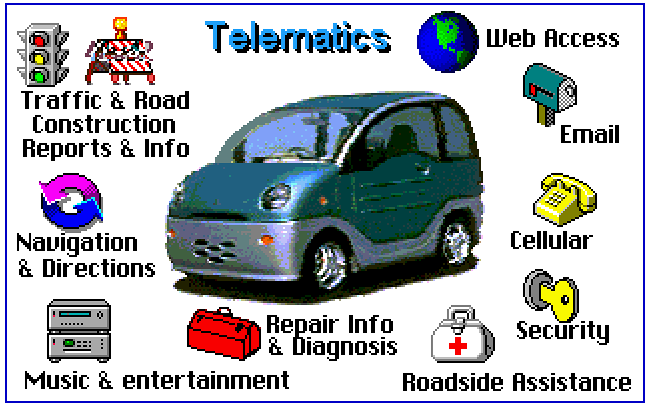
What a Career in Insurance Offers

It's part of everything we do

- Variety — The work is as varied as the customers' needs. Every day presents unique challenges.
- Advancement — Potential for growth, professionally and personally, are endless.
- Challenge — Make a difference by solving problems and helping others in their time of loss. Every day presents a new opportunity and a new challenge.
- Lifelong Learning — Learn on the job and receive the training you need to reach your earning potential in a high-performance environment.
- Stability — Insurance is a multi-billion-dollar industry with a long history of growth.
- Community — It's a relationship-driven and a close-knit family of professionals.
- Personal Growth & Satisfaction — There's a place for people who bring caring and commitment to their work. You can succeed professionally, while contributing something positive.
- Inclusive — The industry strives to recruit and develop the broadest possible array of backgrounds from a diverse workforce.

So Many Different Jobs

Using Technology in Insurance



Like using DRONES for Inspections and
and
TELEMATICS for remote auto diagnostics

Cyber Security

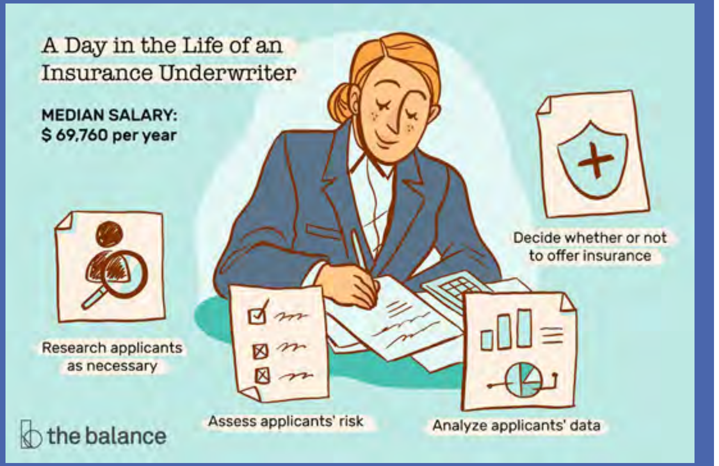
Insurance Company Professionals

Cyber Security Duties & Responsibilities

- A wide variety of duties in the IT department to challenge you.
- Monitor company networks to see if there are any breaches, and if there are, you'll investigate them.
- Install the latest firewalls and data encryption software, and conduct updates to protect sensitive company information.
- Provide reports on any security breaches.
- Conduct fake cyber attacks to see how secure networks really are.
- Research, recommend and implement new security practices.
- Conduct informative security training for staff when needed.
- Enjoy a pleasant working environment and the ability to also work from home.
- Good-paying job within five years of education and work experience.
- Excellent salary and positive job outlook.

Underwriter

Insurance Company Professionals

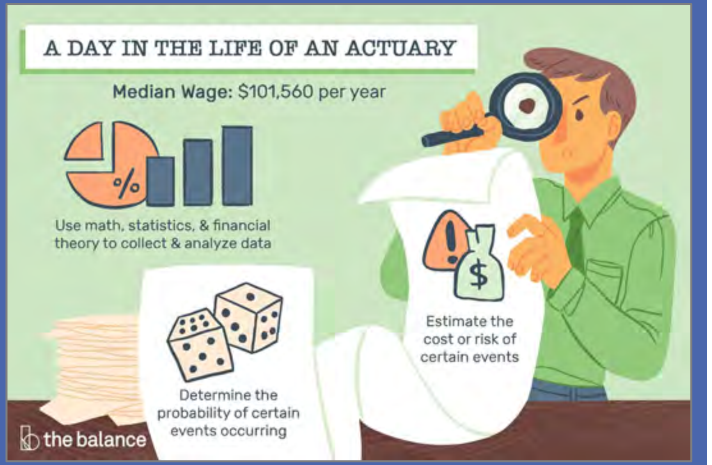


Insurance Underwriter Duties & Responsibilities

- Analyze applicants' data.
- Assess applicants' risk.
- Operate underwriting software.
- Evaluate software-based recommendations.
- Research applicants, as necessary.
- Decide whether to offer insurance – and determine coverage and premiums.
- Insurance underwriters serve as a go-between for insurance companies providing coverage and the insurance salespeople selling policies.
- Underwriters work closely with agents and actuaries who perform complex calculations to determine the likelihood that accidents and other mishaps might befall a category of clients.

Actuary

Insurance Company Professionals



Actuary Duties & Responsibilities

- Collect and compile statistical data for additional analysis
- Estimate probability and likely cost of events such as an accident, death, natural disaster or sickness
- Design, test, and administer policies to minimize risk and maximize the profitability of insurance policies, pension plans, and to Produce charts and other exhibits to explain proposals and calculations
- Explain your research and proposals to various parties, from company executives to clients, shareholders, and government officials.
- Most actuaries work for companies dealing with life, health, property, and casualty insurance.
- Others work for pension companies, consulting firms, or government agencies.
- Many actuaries move into management or executive positions where they direct and supervise work units.

Sales Producer (Insurance Agent)

Insurance Agency Professionals

Sales Producer Duties & Responsibilities

- **Agents work with insurance companies to help customers navigate the process of buying insurance.**
- **Sell or produce the business that enables the agency to prosper and grow. (insurance policies)**
- **Responds to requests from clients who need insurance, as opposed to the stereotypical salesman who goes door-to-door to market their products.**
- **Act as a consultant for businesses and families, evaluating and recommending their insurance needs.**
- **Must possess excellent interpersonal skills and a strong understanding of insurance.**
- **Requires studying for and passing the state insurance license designation.**
- **As a producer with an independent insurance agency, your financial destiny is limited only by yourself. You will have the opportunity to develop your own clients and accounts.**
- **Even set your own schedule and work at the pace that is most productive to you.**
- **As a producer, there's no limit to earning potential. The harder you work, the more you earn. There's even an opportunity to become a small-business owner by starting or buying an insurance agency.**
- **Producers are often the highest-earning individuals in an agency. Therefore, many individuals chose to remain in this position for most of their career.**
- **Many management positions are filled by successful producers, and most agency owners are established producers who built or acquired their own business.**

CSR / Account Manager

Insurance Agency Professional

Customer Service Rep. (CSR) / Account Manager Duties & Responsibilities

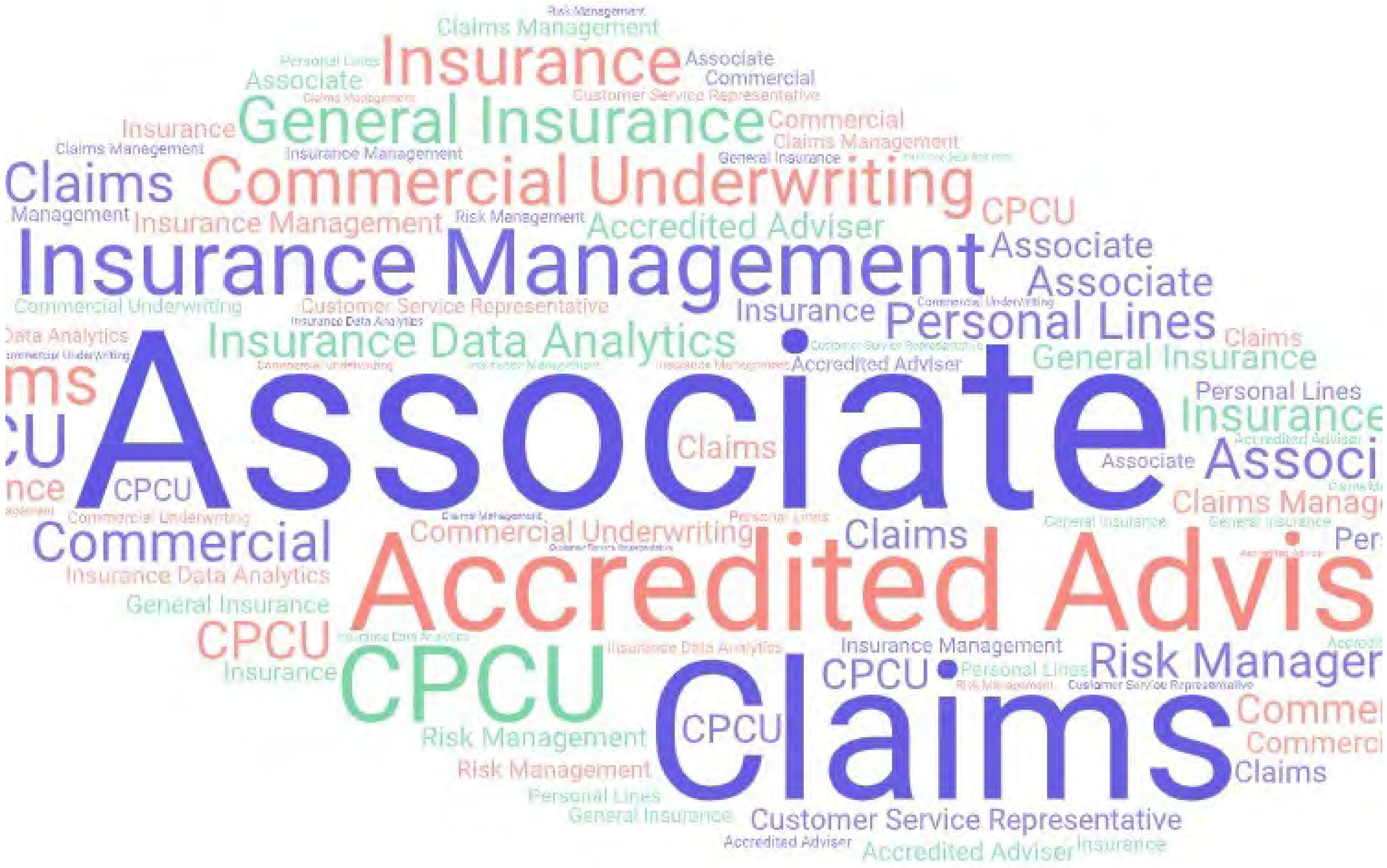
- Provide service to clients, customers and insurance companies to assure that the needs of the clients are being served.
- CSRs become licensed insurance agents to assist customers with the addition of insurance coverage to existing policies, to renew policies, or to write new insurance policies.
- Create and maintain good relations among clients, agencies and insurance companies.
- Qualifications include intelligence, the ability and willingness to solve problems, and the ability to work well with many types of people are crucial to the success of a CSR.
- Although many CSRs have college educations, and most continue their education after joining an agency, a high school or GED diploma are required.
- Salaries for customer service reps at agencies are competitive with those earned by teachers and nurses. In addition, employee benefits such as paid vacations, health insurance and educational assistance are generous. Commissions on sales, profit sharing plans and employee stock ownership options also increase the compensation package.
- Many CSRs become customer service team leaders, office managers and sales agents.

Ten Reasons Why Insurance Career is Great 4 Young People

The insurance industry – a great place to start (and grow) your career

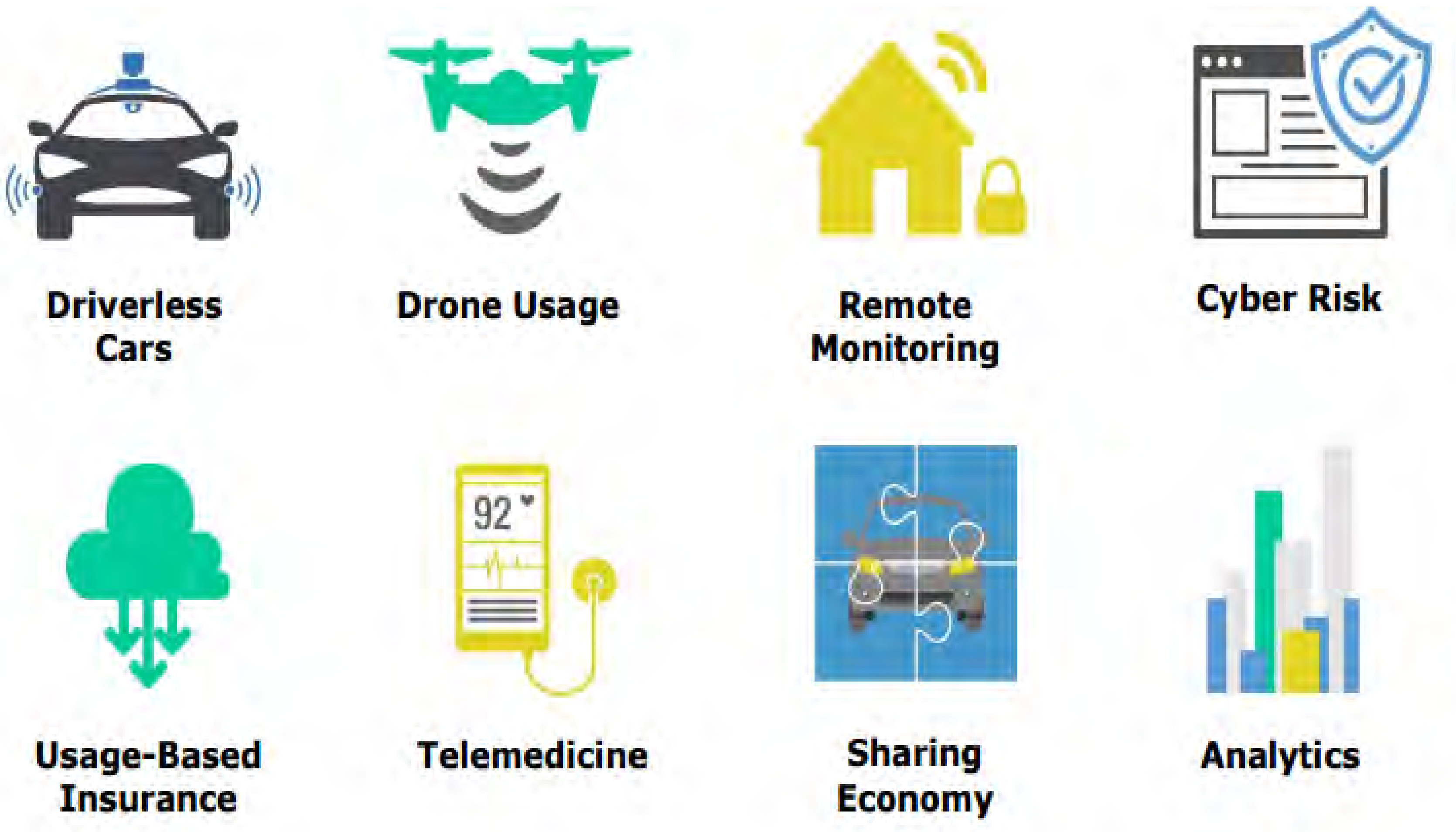
From underwriter to data scientist to claims adjuster, there are jobs for a variety of different skills, and these jobs need to be filled soon.

1. Jobs for a variety of skills.
2. Insurance careers are sustainable.
3. Opportunities for continuing education and advancement.
4. Diversity is welcome.
5. Teamwork is encouraged.
6. The work is not boring.
7. You can shape the direction of the insurance business.
8. Insurance offers a flexible work schedule.
9. You can make a difference in your community.
10. Insurance is everywhere.



Insurance Professional Designations to Help You Advance in Your Career

Innovation and Trends in Insurance Leading to New Careers



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