



College Help Job Description

Team: Gateway Underwriters

What specific skills are you looking for?

- Promote good customer relations
- Good attendance
- A positive attitude
- Good oral and written communication skills
- A strong commitment to Customer Service
- Detail oriented
- Ability to work independently and as team in a high volume, fast paced environment

What are the essential functions of the student?

- Issue policies and endorsements
- Submission Entry into our Agency Management system
- Assist in answering our operator line
- Order loss control inspections
- Process Finance acknowledgements

List any additional duties that the student would be responsible for:

- Quote Follow up
- Assist the compliance and marketing team with any special projects
- Support the Admin and Underwriting Team with any additional responsibilities
- Opportunity to coach new college helpers

Additional information/notes:



Apogee Insurance Group
A Berkshire Hathaway Company
1170 Devon Park Drive
Wayne, PA 19087
610.337.3200(P) 610.337.2337(F)
www.apogeeinsgroup.com

Apogee College Help

The College Help role is fundamental in Apogee's production of business. We have multiple departments available for learning and growth as a student team member, including the new business team, renewal team, administrative team, and marketing team. Each position provides a unique experience dealing with various facets of the wholesale brokerage world from customer interaction, to binding, quoting, and issuing, as well as implementing marketing skills to provide top notch customer service. Our College Help team members are immersed in Apogee's fast-paced culture and develop both their professional and personal knowledge. This position will include the opportunity for professional development, insurance education, networking, and introduction to a variety of different career paths for future advancement.

Job Functions:

New Business/Renewal Team

- Manage incoming professional liability accounts
- Communicate with agents on behalf of Apogee's account managers to deliver quality customer service
- Prepare quotes to be sent out to agents on online rating platforms for each individual market
- Help to review and qualify new risks and exposures specific to management and professional liability
- Hands on experience managing & growing a book of new and renewal business

Administrative Team

- Prepare and process daily quotes
- Assist account managers with quote follow-ups via telephone and email
- Develop and deliver insurance proposals to customers
- Support account managers with the sales process through both verbal and written communication by working as a liaison with both customers and underwriters
- Process and deliver insurance binders and invoices to customers and subsequent prior-to-binding items

Marketing Team

- Communicate with agents whose business we've lost, new agencies, and various developing agents
- Send Apogee's "new customer form" for agency appointments
- Solicit new leads and provide answers and customer feedback
- Assist in various marketing projects focused on providing quality customer service and driving submissions

Skills Needed:

The College Help role demands a self-driven, competitive, team player with the urgency, thoroughness, and time management skills to make a positive impact on our business. A drive for self-improvement and openness to receive feedback will prepare an individual for success with Apogee Insurance Group and in future endeavors.

Requirements:

- Microsoft Suite of Applications (Word, Outlook, Excel)
- Enrolled in an accredited college/university
- Professional Oral & Written Communication Skills
- Time Management
- Multi-Task/Prioritization
- High sense of Urgency/Ownership
- Competitive Nature
- Team Player
- Personable

College Help Job Description

Gateway Specialty Insurance is a proud Berkshire Hathaway owned wholesale broker and leading national distributor of specialty insurance products. Our goal is to make sure our customers know that we are working for them and that we care.

The College Help position plays an essential role in achieving the best customer service. In this role, students have the ability to experience various teams within a wholesale broker including Customer Service, Account Management, and Marketing.

We are looking for students who are self-motivated and want to work in a fast paced environment. Students who excel in this position demonstrate urgency, thoroughness, adaptability, and a “can do” attitude.

What are the essential functions of this role?

- Follow up with agents who inquire about placing business with us
- Communicate with our customers to obtain agency contact information
- Develop and deliver insurance proposals to customers
- Generate and update various production reports for the company
- Assist marketing team with market research, create email advertisements, track customer contact info and other marketing specific activities
- Assist leadership with various tasks, projects and presentations

Additional information and benefits:

- Competitive hourly wage
- Free lunch every day
- Access to the on-site fitness center
- Professional development courses offered
- The opportunity to obtain insurance designations like the Property & Casualty license and online marketing certifications offered by Google
- No dress code