

The Satanoff Agency Internship

We are looking for college students interested in growing in the insurance industry to join our fun and collaborative work environment! This position will use rapport building and excellent communication skills to solve clients' problems effectively and efficiently. This includes being the first line of defense on all service items and only passing on the ones that require a licensed agent. Proactively work with the team to relentlessly support the Account Managers.

Job Overview/Responsibilities:

- Strengthen your knowledge of the insurance industry, insurance lines of coverage, and proper processes and procedures
- Thoroughly understand and follow all underwriting, rating, and compliance requirements
- Foster strong relationships with our customers to maintain a high level of client retention and product loyalty
- Present and explain insurance policy options based upon prospective client needs and their personal goals
- Provide customers with additional information about new products and services
- Respond to all inquiries, cancellation requests, and sales requests within specified time frame

Requirements:

- College student; preferably majoring in the field of Risk Management, Insurance, Business Administration, or a related field
- Possess an upbeat, positive, and enthusiastic attitude
- Proficiency to multi-task, follow-through, and follow-up
- Problem-solving capabilities
- Strong communication and negotiation skills

Benefits:

- Competitive salary
- Excellent growth and career advancement opportunities; potential for full-time position post-graduation
- Expertise and mentorship

Core Values: COMMITMENT

- **Communication** = The foundation of our organization both internally and externally, we strive for clarity and transparency both within our agency as well as with our clientele.

- **Optimistic** = Coming to work each day bringing our enthusiasm and best attitudes to achieve our team goals for both our clients and colleagues.
- **Mindset** = Above all else, we need to bring a growth mindset on a daily basis in order to promote positive change through our intentional effort with self-reaction to adapt and grow within our roles despite challenges and obstacles.
- **Methodical** = By following our established processes the agency has put in place, we are able to strive for a more consistent and pleasant customer experience.
- **Integrity** = We encourage everyone to uphold ethics and stick to the truth, especially while representing our carriers and clients consistently. We should all live by the quote “Integrity is doing the right thing, even when no one is around to see”.
- **Trust** = We seek to consistently build trust in every interaction by conducting ourselves in a professional and honest manner. Trust is a two-way street and we believe in doing what we say we will accomplish and hold ourselves accountable for when we do not.
- **Mutual** = Our growth is based on mutual success, when our clients and our employees grow, we all grow.
- **Endurance** = We persistently pursue our goals, staying focused and determined even when faced with obstacles or setbacks. We understand that success often requires sustained effort and a willingness to overcome challenges.
- **Nurturing** = We are dedicated to nurturing the potential within ourselves and others. We believe in creating an environment that fosters growth, empowerment, and well-being.
- **Teamwork** = We believe in the power of teamwork. We understand that by working together, we can accomplish more, unleash our collective potential, and achieve extraordinary results.