

Attention! Hard Working, Dedicated, Loyal, Honest & Professional Individuals...

WANTED!

Director of First Impressions Full-Time Client Account Assistant

Insurance Experience Required

★ About Us... ★

We are a family-owned Insurance Agency that has been operating in beautiful Vestal, NY for 16 years. We are a LICENSED insurance agency serving both NY and PA. Our **satisfied clients** depend on us to provide ULTIMATE 'Peace of Mind" knowing their Insurance Protection needs are being met. We are VERY good at what we do.

We are an Independent agent that represents 11 different insurance companies. **As an Agent, we represent our clients (NOT the company) and work on our clients behalf "Shopping The Market" saving them BOTH time and money – GUARANTEEING** they are getting the best VALUE for their insurance dollar.

We have 3 full-time Outstanding Team Members. We are a TOP producing Personal and Commercial Lines Insurance Agency. We are the ULTIMATE "Sales & Service Team Culture" with a never-ending team focus on profitable growth

As a direct result, we take on average, between 100 to 200 inbound calls per day. Our culture is one of HIGH pressure, teamwork, EXTREMELY fast paced and "results based". At *Kolcun Insurance* we run through our day *THAT is why we are hiring more help.*

About The Job...

Receptionist and Processing/Data Entry: You **must be P & C Licensed.** You will be responsible for answering multiple phone lines, dealing with clients face-to-face, taking payments, qualifying calls and directing to correct department, checking service emails, etc. You will be working with our senior receptionist who will also be answering phones, checking service emails, qualifying callers and directing them to the correct department (sales, service or finance). **NOTE: Our office receives between 100 to 200 phone calls per day between 9:00am and 5:00pm.**

You will also be responsible for processing MOUNTAINS of paperwork onto our Agency Management System (scanning). This requires extreme mental concentration. Our office is open from 9-5. You will work from Monday-Friday from 8:30am to 5:15pm. However, in extreme rare cases, you may be asked to work longer depending on workload. Forty five minutes for lunch.

The successful candidate will begin on a **90-Day Probationary Period** (the same for all team members) where you will be paid \$14.00 per hour with NO benefits, paid sick time or paid vacation. **Previous insurance experience required.** We will train and educate the successful candidate on '**Our Award-Winning Way of Doing Things**'.

After successfully completing the 90-Day Probationary Period, you will sit down with our company COO (Manager) Rita for a discussion on your overall performance, strengths, weaknesses and areas of improvement moving forward.

If we are satisfied with your performance you will become a FULL time team member receiving an hourly pay, EXCELLENT benefits and paid vacation time. **Any future pay increases will be based on the VALUE you bring to our business.**

We offer Paid Vacation, Holidays, BCBS Health with low deductible, Life, Retirement, Dental.

Why YOU Would Want To Work Here...

- Hourly Position with Benefits!
 - UNLIMITED Opportunities To Advance!
 - Weekends & Nights Off (Quality Lifestyle)!
- We Pay For Your Personal Development (Continuing Education)!
 - State-of-The Art Training & Support!
- Family Owned & Operated Since 1999 (we aren't going anywhere!)
 - Positive 'Can Do' Work Environment!!
 - *We Work Hard and Have A TON of Fun...!!!*

About You...

This is where you need to be REAL honest with yourself and think about whether this job is right for you. Ask a trusted friend or family member if you are the right fit for this job. The first thing about you is you are NOT just interested in **'punching a clock'** and getting a pay check – but in developing your skills and your career, and making a positive contribution to a business team and the community it serves. You understand the challenges of operating a small business and welcome them as valuable learning and growing opportunities. **You understand what it is to be a HARD worker.** Also, all applicants will undergo mandatory background and reference checks. We hate surprises.

So, are you still here, and reading? Great. We've got lots more to say to you...

Your Skills...

You need to be computer literate and be able to quickly learn under pressure. As a **"Client Account Assistant Manager"** you are in many cases the first person a prospect or client meets in person from our office. A first impression is a LASTING impression therefore you MUST be professional in appearance, including how you speak and how you act.

Your Personality...

It matters. A lot. You are outgoing and confident and you exude energy and enthusiasm. If you have ever been described as shy, quiet or introverted, this is really NOT the job for you. You enjoy people, you enjoy talking to and helping people and you have a knack for motivating and inspiring them with your positive attitude. You are articulate. **You have a good sense of humor and a cooperative attitude.** You show kindness, patience and respect for others. You are ethical and honest even when no one is watching. You are punctual. You are able to take constructive criticism and correction without getting defensive or feeling "hurt" and discouraged. **You look for solutions NOT excuses.** You are an avid learner and extremely resourceful in finding solutions. *You are a problem solver – NOT a problem reporter.*

YOUR Work Ethic...

Since we will be paying you to work, this section is extremely important. You enjoy working and are grateful for opportunities to use your natural talents and skills to make a positive influence and earn a living. *You don't view your job as an interruption of your life, but as a natural part of your life.*

You understand you are NOT getting paid just for being at work but for how you spend your time at work (ie. The value you bring to the business). **You understand that the reason the business exists is to make a profit and ALL who work here (team members & owners) must make that their foremost priority.** Otherwise, the business will not be able to pay or keep employees.

You are scrupulous about using the time you are getting paid, for the purposes of the business, and NOT for the purposes of your personal life (checking emails, texting, surfing the internet, Facebook, twitter, answering cell calls, etc.). *Finally, you understand the risks a small business owner faces everyday that the business is open, and are cooperative with the decisions that he makes, whether they suit you or not.*

We do NOT mean to be harsh, but it is what it is. We truly bust our tails at Kolcun Insurance, that's why we need more help. We need someone who will be able to keep up with us. We don't have the time nor do we enjoy micro-managing you. We will clearly set out our expectations and remind you if you forget and if you fail to meet them. **We want you to be part of our team and not just a worker here.** We want to give you autonomy, and we want to let you be free to do the work that you are getting paid to do and that you ENJOY doing.

Finally, Our 'We Will NOT Tolerate List'...

- Dishonesty – We will not stand for a hint of it.
- Out of Control Ego – There is NO need for it (we are a TEAM at Kolcun Insurance).
 - Negative Attitude – Wrong line of work.
 - **Laziness** – We all work hard here. You will too.
 - Drama – We don't have the time or energy.
 - People who can NOT follow instruction.
 - People who can NOT manage their time.
- **Anyone 'smart' or mean with a client** – they are our present and future.
 - Phoniness – I am direct. You should be too.
- People who stew over not being paid what they think they are worth – You are worth what you can find a job to pay you.
- People who see problems – not solutions – *this is a business about solving problems.*
 - Whiners & Complainers – Life is too short.

This Job Is NOT For Everyone!

So, these are the "**Facts of Life**" at Kolcun Insurance. If you are still reading and have NOT been scared off by the AWESOME challenge (and demands) of working on our "Award-Winning", rapidly growing and insanely fast-paced Insurance Protection Team - then carefully follow the instructions below to "**raise your hand**" and let us know who you are. *** Remember, when our Insurance Agency runs a "Help Wanted" advertisement for any position - we are absolutely **SWAMPED with people applying** so you need to put your best foot forward.

* How To Apply... *

Please **Email** or ***Fax** your resume to: RITA@MIKEKOLCUN.COM or ***607-763-1792**

Owner & President,

Kolcun Insurance, 144 N. Jensen Rd. Vestal, NY 13850.

NOTE: Please do NOT call, or visit us at the office to inquire about this job.

Your resume should be accompanied by two (2) personal AND two (2) professional references.

NOTE: Applications without references will NOT be considered.

Deadline For Applicants is **Friday, August 14th, 2015 at 5:00pm**

Thank you for your interest in working with our Award-Winning Insurance Protection Team!

Regards,

Mike Kolcun

President

Kolcun Insurance Agency, Inc., 144 N. Jensen Rd, Vestal, NY 13850