Employee Benefits Account Representative Program

January and July 2024

Join an innovative leader in insurance brokerage and consulting.

Explore a Career with USI

Are you – or do you know – a recent college grad, eager to gain new skills and experience in insurance brokerage and consulting? USI Insurance Services' Career Track program offers new associates hands-on experience and opportunities to learn the skills necessary to effectively deliver exceptional customer experiences and succeed in an increasingly competitive market.

The Employee Benefits Account Representative Program provides in-depth training to prepare associates for client-facing and customer-oriented roles. Throughout the training program, associates join a mentorship business group, led by industry experts, to further develop skills while increasing role-specific levels of responsibility.

The program also offers organized activities for participants to meet senior executives and network with team members across business lines, as well as opportunities to get involved through our USI Gives Back campaign, where each of the company's more than 200 offices volunteer in local community service.

What You'll Learn

You will be immersed in the fundamentals of employee benefit consulting including:

- The USI ONE Advantage® processes and best practices, a key differentiator between us and other brokerages
- Broad based insurance knowledge and expertise
- Guidance and support around appropriate licensing, certifications, and designations
- Strategies to help clients align benefit packages to fit their vision and values
- Fundamentals of employee benefit programs
- Core benefit consulting cadence; the life cycle of a client
- Inter-office collaboration via group projects
- Tools and skills to support the service team with client deliverables
- Networking and relationship-building skills
- Professionalism and soft-skills development

Program Overview

During this 18-month program, you will assist in all aspects of account management including:

- Day-to-day account management across a mixture of business segment clients
- Participate in fulfilling client services needs such as coordinating receipt of employee ID cards, client coverage booklets and contracts
- Gather client census data to assist with the renewal process
- Conduct insurance contract reviews and verify accuracy of client plan documents
- Provide resolution support for enrollment, premium bill and escalated claim issues
- Coordinate applications/forms used to implement insurance products
- Prepare communication materials needed for client meetings including benefit summaries and guides, mobile application setup, recorded PowerPoint presentations, and more.
- Attend internal and external client strategy meetings

Ideal Candidate Qualifications

- Strong organizational, multi-tasking, and prioritizing skills
- Strong time management skills and ability to meet deadlines
- High attention to detail and accuracy skills
- Ability to follow policies, procedures, and regulations
- Excellent verbal, written, and interpersonal communication skills
- Ability to work effectively, as well as independently, in a team environment
- Strong customer service skills
- Problem solving and critical thinking skills
- Ability to take on a high level of responsibility, initiative, and accountability
- Proficiency in Microsoft Excel, Word, and PowerPoint
- Bachelor's degree achieved between Spring '23 and Spring '24"

Program Locations

Opportunities available nationwide.

How to Apply

Submit your application online.

Apply Today