



Employer Name: PURE Insurance

Position Title: Member Advocate Training Program

Location - City, State: Scottsdale, Arizona, White Plains, New York, Charleston, South Carolina

Industry: Insurance

Job Description:

Privilege Underwriters, Inc

Member Advocate Training Program

Privilege Underwriters Reciprocal Exchange (PURE) is a purpose-driven and customer-obsessed organization focused on growth. We provide comprehensive property and casualty insurance exclusively in the high net worth market and serve over 65,000 members nationally. We exist to make our membership smarter, safer, and more resilient so they can pursue their passions with greater confidence.

Since PURE's inception in 2006, we have grown by a rate of 30%+ each year, and expanded to 10 office locations and over 550 employees nation-wide. At PURE, you'll have the opportunity to work with emotionally intelligent, curious and innovative colleagues, while developing your career and making a direct impact on our business. We invest in developing our employees professionally and personally and recognize and reward success. As an employer, we are deeply committed to providing our employees with a career that is part of a fulfilling and passionate life.

PURE has been recognized for its financial strength, leadership team, and achievements in business and corporate culture. The AM Best Co. rated PURE an A – (Excellent). We've been named in Fortune Magazine's 30 Best Places to Work in Financial Services, Great Places to Work® in the Financial Services & Insurance category, & Great Places to Work® for Women among others. Within the industry, PURE was named Best Insurance Product Provider at The Family Wealth Awards

Training Program

The Member Advocate opportunity is a **dynamic** role immersed in customer interaction, designed to provide outstanding member service while being **challenged** to meet our high standards of responsiveness, accuracy, efficiency, exceptional service and regulatory compliance.

Visit our website to learn more about the role of a Member

Advocate: <http://www.pureinsurance.com/high-net-worthinsurance/insurance-services/member-advocate>

Member Advocates take part in a 3 month **paid, comprehensive, team-oriented & fun-filled** training program beginning in summer 2018 at our White Plains, NY headquarters to gain a strong foundation in high net worth property and casualty insurance—this includes learning about PURE products, solutions, and the successful practices that shape our organization and



differentiate us from our competitors. Upon completion, Member Advocates **obtain state licenses and designations** and will be based out of our Charleston, SC; White Plains, NY; or Scottsdale, AZ office.

As a Member Advocate, a typical day might include:

- Being the first notice of loss for a claim assignment from our valued members
- Determining coverage, damages reserve and resolving claims while managing vendor activities appropriately in a timely manner
- Collaborating with your colleagues to ensure efficient and quality customer interactions resulting in high member and agent satisfaction
- Handling and resolving selected first and third party claims and responding to inquiries involving members, agents and vendors
- Processing transactions in claim and policy administration systems & inputting claim data for reporting purposes
- Being challenged on assignments that may require a quick turnaround
- Attending trainings and workshops to further develop yourself both personally and professionally in your Insurance career
- Quickly responding to member and agent inquiries via telephone, email and mail, making it easy to do business with us
- Receiving messages of immense gratitude from members who had a seamless and wonderful experience as a result of your work
- Going home feeling that you are helping our members become more resilient in their time of need and playing an active role in ensuring they return to normalcy
- Playing a game of ping pong in our café
- Knowing your efforts are truly valued and appreciated

This career is for you if:

- You are entrepreneurial, persistent, and capable of prioritizing multiple tasks
- You have great listening & communication skills through both phone and email
- You demonstrate integrity, empathy, urgency and can quickly establish trust & credibility
- You are passionate about customer service
- You can work independently but thrive in a collaborative atmosphere exhibiting team spirit & enthusiasm
- You have an established and strong academic, professional, and recreational profile that demonstrates the ability to work in a fast paced environment where multitasking and organizational skills are required
- You are interested in a fast-growing and innovative insurance carrier that specializes in the high net worth market

*We are seeking bright individuals with ambitions as high as our own. Come join us.
PURE is an Equal Opportunity Employer.*

Duration: Permanent

Job Functions: Customer/Technical Support, Finance



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Employer Locations: Scottsdale, Arizona, White Plains, New York, Charleston, South Carolina

Allowed School Years: Senior

Allowed Majors: All majors allowed

Work Authorization Requirements: US work authorization is required