



Employer Name: Pure Insurance

Position Title: Member Advocate Training Program

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

Industry: Customer/Technical Support, Finance

Job Description

Member Advocate Training Program

PURE Insurance is a purpose-driven and member-obsessed organization focused on growth. PURE provides comprehensive property and casualty insurance exclusively in the high net worth market and serves over 70,000 members nationally. The company aims to make its membership smarter, safer, and more resilient so they can pursue their passions with greater confidence. Since inception in 2006, PURE has experienced tremendous growth and has expanded to 10 office locations with more than 600 employees nation-wide. Deeply committed to providing employees with a career that is part of a fulfilling life, PURE invests in developing its employees both professionally and personally, and recognizes and rewards success.

Training Program

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

Member Advocates begin their jobs with PURE in a paid, comprehensive & team-oriented training program beginning in summer 2019 at our White Plains, NY headquarters. The purpose of the training is 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 of training, Member Advocates obtain state licenses and designations and will be based out of our Charleston, SC; Scottsdale, AZ; or White Plains, NY office.

Responsibilities

- 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
- Ensure efficient and quality customer interactions when responding to inquiries involving members, agents and vendors to result in high member and agent satisfaction
- Attending trainings and workshops to further develop yourself both personally and professionally in your insurance career
- Collaborating with your colleagues to handle and resolve selected first and third party claims
- Processing transactions in claim and policy administration systems & inputting claim data for reporting purposes
- Being challenged on assignments that may require a quick turnaround
- Receiving messages of immense gratitude from members who had a seamless and wonderful experience as a result of your work
- Playing a game of ping pong in our café
- 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

Qualifications

- You have, at a minimum, successfully completed a Bachelor's degree by the start of the training (summer 2019)
- 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 established an impressive 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

Others who started as a Member Advocate have gone on to:

- Excel within the claims path and become a Claims Representative, Property Claims Representative, Sr. Member Advocate, Performance Improvement Analyst, Performance Improvement Consultant, Member Advocate Team Lead, or Member Advocate Manager
- Support our Risk Management team as a Risk Management Associate or Director of Risk Management Operations
- Shift to our Field Sales team and work as a Sales & Marketing Manager
- Join our Marketing team as a Member Experience Analyst
- Help our underwriting and PURE Programs teams as an Underwriting Admin or Underwriter

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

Employer Description

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 at a rate of 30%+ each year and expanded to 10 office locations and over 600 employees nationwide. 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

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

Allowed School Years: Senior

Allowed Majors: All majors allowed

Work Authorization Requirements: US work authorization is required