

Employer Name: PURE Insurance

Position Title: Member Advocate

Location: Scottsdale, Arizona, USA

Industry: Insurance

Job Description:

An insurance background is not necessary. Your area of concentration or major is less important to us than your potential. Whether you've spent your time in economics or in political science, the next chapter of your career with PURE will be shaped by your energy, vision, curiosity, and empathy.



About the role.

PURE Insurance is a reciprocal insurance company owned by its members. The Member Advocate opportunity is a dynamic role, essential to the success and growth of our company. It is 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.

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

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

Member Advocates take part in a five (5) week paid, comprehensive, team-oriented & fun-filled training program beginning in June 2020 or in September 2020 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.

What you'll do.

- 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 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

What we're looking for.

- 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

Contact: Susan Starr

Duration: Permanent

Job Function: Business Development, Customer/Technical Support, Sales, Other

Employer Description: Claims Adjusters, Appraisers, Examiners, and Investigators, Customer Success and Account Managers (Insurance)

Allowed School Years: Senior, Masters, Alumni, Graduating before June 2020

Allowed Major(s): All Sociology, Marine Biology, Agriculture Public Services, Movement Science, Operations Management, Genetics, Medicine, Sport Business & Marketing, Business Administration & Management, Network Engineering, Digital Communication, Public Health, Museum Studies, Urban Planning, Construction Engineering, Animal Science, Law, Non Profit Management, Supply Chain Management, Cultural & Ethnic Studies, Industrial Engineering, Dentistry, Family & Consumer Science, Agricultural Production Operations, Psychology, Finance & Financial Management, Kinesiology, Religious Studies/Divinity/Theology, Communication Disorders Sciences & Services, Oceanography, Agronomy, Cyber Security, Creative Writing, Insurance, Special Education, Visual & Performing Arts, Linguistics, User Experience/Social Computing, Epidemiology, Chemistry, Photography, Conservation, Pharmacy, Interior Design, Design & Applied Arts, Documentary/Film, Landscape & Nursery, Agriculture, Physiological Science, Architecture, Public Relations, Food Industry Management, Earth Sciences, Zoology, Art History, Entrepreneurship, Forensics, Criminal Justice/Criminology, Public Policy, Textiles & Clothing, Fine & Studio Arts, Computer Science, Gender Studies, Actuarial/Risk Analysis, Economics, Health/Exercise Science, Nutrition, Early Childhood Education, Forestry, Accounting, Plant Sciences/Horticulture, Software Design, Athletic Training, Mathematics, Nuclear Engineering, Classical Studies, Computer Programming, Geology/Mining, Library Sciences, Mathematics Education, Radio, Television, Media, Business Analytics, Journalism, General Engineering, History, Social Work/Human Services, Agriculture & Biological Engineering, Marketing, Communication & Media Studies, Consulting, Mechanical Engineering, Civil/Environmental Engineering, Computer Engineering, Nursing, Biomedical Engineering, Food Science, Materials Science & Engineering, Nautical/Naval Engineering, Philosophy/Ethics, Music & Music Education, Elementary Education, Cartography, Comparative Literature, Political Science & Government, Graphic Design, Human & Child Development, International Studies/Comparative Politics, Fisheries & Wildlife, City, Urban, Regional Planning, Human Resources, Counseling, Statistics, Anthropology, Immunology, English, Electrical Engineering, Sales, International Business, Soil Science, Parks, Recreation & Leisure Studies, Foreign Languages & Literature, Data Mining, Product Design/Packaging, Natural Resource Management, Cognition & Neuroscience/Biopsychology, Advertising, Secondary Education, Education Administration, Language Arts Education, Speech Pathology, Ecology, Health/Hospital Administration, Retail & Hospitality Administration, Real Estate, Physical/Occupational Therapy, Information Systems Management, Microbiology, Physics, Chemical Engineering, Aerospace Engineering, Industrial Design, Biology, Drama & Theatre Arts, and Public Administration majors

Work Authorization: US work authorization is required