EGA Insurance & Financial (The Horace Mann Companies)

Street Address: 900 E Christopher Ln  Ste 9

Phone number: 217-585-2929   Fax number: 217-585-2930

Email Address: mike.adams@horacemann.com

Agency Contact: Mike Adams, Agent/owner

How should students contact this agency? Email

How should students submit cover letters and resumes? Email

General Description of agency or business
We are a Horace Mann Agency providing Auto, Property, Life, and Financial Planning for central Illinois.

Internship or Job Description
Position description summary

The Office Manager provides administrative assistance and support to the sales team in regards to office activities and sales objectives. Position requires individual to be motivated, highly organized and a self-starter. The individual must have good communications skills to interact with internal/external contacts and customers as well as the ability to be a team player.

Examples of duties
•Answer telephones, directing calls to proper persons and taking messages, as needed
•Provide routine customer service (all lines of business) including:
  -- CPR
  -- Address changes
  -- Billing inquiry
  -- Ordering ID cards
  -- Proof of insurance
  -- Work with underwriting to process all apps
  -- Manage system emails for needed information
•Track all pending business and service requests
-- Inquiry follow up to underwriters
-- Submit addition information requests
-- Reconcile submitted/issued business on monthly business

• Daily client correspondence and letter writing
• Annual client mailings (birthday cards, etc.)
• Maintain all office supplies and equipment
• Maintain all forms for doing business
• Aide agent in submitting weekly WAR reports
• Manage day to day schedule of agent
• Review all written applications for completion prior to send
• General filing
• Order and prepare marketing materials for distribution
• Basic spreadsheet skills
• Assist in school on-site marketing, as needed
• Assist with agent/cross sell opportunities
• Routine office machine maintenance
• Take payments and provide receipt to customer (no binding authority)
• Provide and verify general and non-technical (non-licensed) information to inquiries over the telephone or in person

Basic student learning anticipated
Working for our company will give a student broad experience in marketing and business management with a background in insurance. We offer a broad product line touching both insurance and financial planning markets to educators as well as city employees.

Hours per week: 16-20

Number of weeks: 8-16

Position Available: Fall, Spring, Summer

Paid at $10/hr