

Sample Apprenticeship Posting: Insurance Rotation

A rotation apprenticeship that begins in Customer Support includes:

Worker's Compensation Claims: manage a wide range of work-related claims as members of a multi-functional insurance team that includes Underwriters, Nurses, Return to Work Coordinators and others.

Worker's Compensation Underwriting: classify basic risks - reviewing applications and policies as assigned. Gains knowledge in applying and explaining applicable Workers' Compensation laws. Develops and implements creative strategies within the law to meet customer needs. Promotes and builds strong working relationships with policyholders, agents, and brokers.

What Will You Do:

Summary of the role and activities

The Customer Support role interacts with business clients to provide quality, accessible service to customers via phone, e-mail, and other software systems. You will identify, answer and resolve customer questions and concerns utilizing on-line knowledge base and computer system information. The Customer Support position is often phone oriented with moderate to high call volumes.

- Interact with customers in a professional, courteous manner both verbally and in writing.
- Answer customer questions and resolve problems.
- Use computer skills in software systems, word processing, and data entry.
- Comprehend and communicate on-line data.
- Build and use effective interpersonal skills
- Organize and prioritize workload; manages multiple priorities.

Who You Are:

Preferring mindsets and interests

- **Organized:** You are responsible and possess discipline and determination. You are focused; a planner who likes to achieve and improve
- **Service Orientation:** You have no issue making other people's problems your own.
- **Cooperative:** Others might say you are good-natured, unselfish, and polite. You are genuinely interested in others' needs and pleasant.

What You Have Done:

Educational Requirements for Applying Candidates

Applicants should be able to communicate clearly and concisely, both verbally and in writing.

Applicants should also be on track to master the following arithmetic competencies by the beginning of the apprenticeship in order to access potential college-level training content (as outlined in College Board Accuplacer Program Manual, October 2016):

- Can perform the basic arithmetic operations of addition, subtraction, multiplication, and division using whole numbers, fractions, decimals, and mixed numbers
- Can make conversions among fractions, decimals, and percentages

Applicants should be on track to master the following reading competencies by the beginning of the apprenticeship (as outlined in College Board Accuplacer Program Manual, October 2016):

- Answer questions that require them to synthesize information, including gauging point of view and intended audience
- Recognize organizing principles in a paragraph or passage
- Identify contradictory or contrasting statements

Applicants should be on track to master the following writing competencies by the beginning of the apprenticeship (as outlined in College Board Accuplacer Program Manual, October 2016):

- Solve problems in simple subordination and coordination
- Correct sentence fragments

Applicants must have basic working proficiency in Microsoft Word and Excel and experience communicating through email, including with attachments.

What You Will Learn:

Occupational Competencies the apprentice will develop in the role

- **Customer Support:** Familiarity with the use of some components of computer applications, etc. and a basic ability to diagnose customer problems and issue resolution support.
- **Communication:** Basic familiarity with professional communication in phone conversation, including using complex phone systems, and in writing via email exchanges and via technology solutions.
- **Microsoft Office:** Demonstrated use of multiple end-user software packages and cloud solutions (which must include a business productivity suite such as MS Office or Google Docs) and working knowledge of how to install, configure, and maintain some of these packages in an enterprise environment

Foundational Competencies the apprentice will develop in the role

- **Critical Thinking:** Understand that most products can be made in multiple ways and identify the most efficient way to make a given piece (e.g., use a mill to prepare a piece and then a grinder to finish it). Able to select the right tool to use given the piece being made, the material and the requirements (e.g., finishing, tolerance).

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking appropriate questions to identify root cause through iterative questions, making sure to understand the severity of a problem.
- **Service Orientation:** Actively looking for ways to help people; owning an issue through completion or transfer to another support specialist; using effective communication and empathy to best help resolve customer issues.

Apprenticeship Certifications

- This apprenticeship will include a minimum of 2 college courses