



## *Alex Post Agency*

State Farm®

*Providing Insurance and Financial Services*

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2602 N. Loop 1604 W. Ste 108  
San Antonio, TX 78248  
Office (210) 479-ALEX (2539)  
Cell (210) 315-5516  
Fax (210) 493-2439

**Position:** Agency Intern

**Department:** Management or Marketing

**Reports To:** State Farm Agent

**Internship Location:** North San Antonio

**Pay Scale:** \$1,600 stipend upon successful completion of internship

**OVERVIEW:** State Farm has been the # 1 Auto Insurer since 1946 and the #1 Home Insurer since 1964. State Farm's selection process whether it be from a corporate or agency level is extremely selective, which is how State Farm has reached such a high degree of consistent success. For entrepreneurs this opportunity will allow you the platform to see if being a self-employed business owner is a right fit – I am always seeking candidates to work for me full time who aspire to become agents. For corporate job seekers, this opportunity could open more doors to get in with State Farm by showcasing your talents and work ethic.

**POSITION SUMMARY:** This Agency Intern opportunity is designed to present ALL aspects of running and operating an insurance agency.

**Expectations of You:** Month 1 (Sales and Marketing 101)

- Outbound telemarketing to cold leads to generate new auto and home business
- Outbound telemarketing to existing customers to set appointments for agent
- Outbound telemarketing to cold leads to generate banking business
- Confirmation of all agents appointments
- Managing of social media marketing activities
- Work up auto and home proposals from sales leads to prepare for sales rep.
- Utilize follow up systems for agency sales leads
- Managing sales lead distribution and event marketing scheduling

**Expectations of You:** Month 2 (Operations 101)

- Administrative filing and managing agency records
- Servicing existing policyholders with claims, policy changes, and policyholder billing
- Answering phone and directing calls to appropriate team members
- Running bank deposits and reconciling Premium Fund Accounts
- Scanning all customer documentation into Client Files
- Utilizing follow up systems in agency for claims and customer retention

LIKE A GOOD NEIGHBOR



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**Expectations of You:** Month 3 (Running a Business 101)

- Shadow agent in day to day operations
- Sit in with agent on appointments
- Shadow agent in outside marketing and recruiting efforts
- Sit in with agent on interviews
- Sit in with agent on monthly budget review and marketing allocation plan
- Sit in with agent on business plan review

**Expectations you should have of Me:** Months 1-3

- Daily meetings and training and progress tracking
- Training systems for all servicing and sales systems
- Training and word tracks for all outbound telemarketing activities
- 24/7 Availability via blackberry/email for all questions that may arise
- Availability of all agency systems and computer systems

**Knowledge, Skills, and Abilities:**

- Strong work ethic and extremely dependable a must
- Knowledge of social media tactics.
- Time management and organizational skills.
- Strong project management skills and the proven ability to meet deadlines.
- Business Marketing or Management Major
- Great communication skills

\_\_\_\_\_  
Supervisor Acknowledgement (Sign Name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Acknowledgement (Print Name)

\_\_\_\_\_  
Date

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