

Brown Insurance

WAHVE's Talent Acquisition Outsourcing (TAO) services successfully delivered a best-fit customer service representative for Brown Insurance through its job board sourcing and qualification process.



The Problem

When a customer service representative left Brown Insurance, the burden fell on the remaining employees to carry the load. The company turned to its network of industry contacts for referrals for a replacement. But after nearly six months of searching, they still had no viable candidate. The stress level for the existing staff was rising.

Why WAHVE

Brown bypassed the usual job posting sites. Their experience told them these services would not produce qualified candidates or deliver the quality they wanted. WAHVE was recommended by a trusted partner agency that had a positive experience with the quality of talent delivered through WAHVE's contract staffing service.

The Solution

After an initial contact with WAHVE, the company decided that WAHVE's Talent Acquisition Outsourcing (TAO) service gave them the best possibility of landing a qualified candidate. Brown completed WAHVE's online job request with input from several associates within the company.

Their wish list included commercial lines experience, familiarity with their agency management system, and experience working with Brown's list of carriers. They also wanted someone energetic, friendly, and caring, the kind of person who would fit in with Brown's culture.

About Brown Insurance

Brown Insurance, an independent agency founded in 1927, serves southwest Virginia, including the New River Valley. Since 2008, the company has been a member of the Keystone Insurers Group, the fourth-largest agency network in the U.S., with over 300 agencies in 19 states. The company offers personal home, auto, and life insurance, and a broad range of business insurance.



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“It’s hard to find good people in this job market,” said Jeff Nosenzo, Vice President at Brown Insurance. “WAHVE touched base with us frequently to let us know how their search for candidates was progressing. When they informed us that applicants weren’t satisfying all our requirements, they helped us narrow our must-have list to ensure we weren’t ruling out anyone qualified.”

WAHVE ultimately found a candidate that fit Brown’s needs. She works from home in another state, but Brown had experience managing a remote employee and was willing to take on another. After a series of phone conversations, she was invited to visit the office, and according to Nosenzo, “WAHVE brought us a candidate who interacted well with our staff. And the fit was two-way. At the end of her visit, she said she felt Brown was the right place for her.” After accepting the position, she spent the first week in the office learning the company’s systems and building relationships with the team.

“The candidate we hired through WAHVE has great phone presence. She’s bubbly, a breath of fresh air. She knows her stuff and fits our culture.”

Jeff Nosenzo, Vice President



The Results

Brown Insurance assesses performance based on the type and volume of activity, adherence to standards and procedures, and the quality of data entered into their agency management system. After less than a year with the company, Nosenzo gives their new customer service representative high marks. “The candidate we hired through WAHVE has great phone presence. She’s bubbly, a breath of fresh air. She knows her stuff and fits our culture,” he said. “If we have a hiring need in the future, we would definitely work with WAHVE again.”

