

Steck-Cooper & Co

Amid intense competition for talent, Steck-Cooper leveraged WAHVE's Talent Acquisition Outsourcing (TAO) service to successfully hire an experienced personal lines account manager who exceeded expectations.



The Problem

With business growing, Steck-Cooper needed a new personal lines account manager. The company's office is directly across the border from St. Louis, and the battle for skilled professionals is highly competitive. They tried several online job boards and received hundreds of resumes, but many of the candidates had no insurance experience, and none came close to meeting their needs.

Why WAHVE

Steck-Cooper was familiar with WAHVE's reputation as the insurance industry's talent expert. They liked that WAHVE's TAO service would qualify all the applicants and present only the top few who fit the company's requirements. And the cost was reasonable, even compared to the do-it-yourself approach.

The Solution

The company provided WAHVE with the specific experience they needed in a candidate: someone customer service-oriented who works well with others; a personal lines expert who could operate independently and act as the lead for that market segment; and an individual who had experience working with multiple carriers.

WAHVE worked with Steck-Cooper to complete a job request with specific hard and soft skills needed for the position and to craft a job ad that would attract the best-fit applicants. And they posted it on job boards that WAHVE's experience told them would produce the best results.

About Steck-Cooper & Co

Steck-Cooper is an independently owned and operated insurance agency, founded in 1905 to serve individuals and businesses in the St. Louis metro area. The company now serves customers across Illinois and Missouri, partnering with 22 of the country's leading insurance companies to offer 48 specialized business insurance, personal insurance, and employee benefits products.



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“In the end,” said Steck-Cooper Executive Vice President Andrew Allen, “WAHVE presented us with a candidate who checked all the boxes: ten years of insurance brokerage experience, working with multiple carriers, and ready to take a lead role without much training. They found what we couldn't!”

The Results

Steck-Cooper uses multiple metrics to measure performance, including new business, revenue growth, and client retention and feedback. The new personal lines account manager has performed so well that she received two salary increases and a bonus in her first year.

Steck-Cooper agrees they would use WAHVE's Talent Acquisition Outsourcing services again when they have a new hiring need.

According to Allen, “WAHVE made the process a lot easier. The fact that they qualify all the applicants is a huge relief from the drudgery of sorting through resumes. It's as close to plug and play as you'll get.”

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