



Shelly Crawford-Stock

Company Name: C F & H Insurance Agency, Inc

Current Job Title: Independent Insurance Agent

Job Description:

C F & H Insurance Agency has 16 people on staff in three offices and a premium volume of approximately \$10 million. I'm an Independent Insurance Agent with many hats or titles, as is the case for any small business person. I am our agency's Commercial Lines Manager/Salesperson, Office Manager and IT Manager. Responsibilities include development of new commercial business, as well as, management of the agencies existing book of commercial business, management of the non-sales staff and their workflows, and computer usage/access throughout our three offices.

A Typical Day:

First of all, there is no typical day in my job. Any given day, I deal with whatever problems come up which can vary from staffing problems concerns, to computer technical problems or customer complaints. In addition to dealing with those problems, often times I may meet with a company representative from one of our multiple companies to find out the changes or adjustments they will be making and how they will affect our agency either in sales or processing, if not both. Throughout the day I'm normally involved in meeting with people requesting donations or our consideration in usage of their services. Typically I quote some form of new business and/or follow up on the requests for information from underwriters created by sending in a quote request. Hopefully, in the span of my day, I have an opportunity to either review or solicit business with current or potential clients. As you can see, my days are varied and I don't always know what I will be doing when I walk in to the office each morning. While that can be frustrating at times, it is also what keeps my job exciting and interesting.

Shelly Crawford-Stock
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