

# 4 Questions with...



## Eleanor Raye

**Executive Director**

**Worcester County Insurance Institute**

### How did you choose a career in the insurance field?

When I graduated from college with a liberal arts background, I needed a job to pay my rent. My first job was as an inside claims adjuster at a company that was staffing a brand new unit. That was just the beginning of a long and varied career in the property and casualty insurance industry.

The start-up insurance company for whom I worked closed its doors in 1999, when the investors decided they could better use their funds in other industries. I was quite happily prematurely “retired” when I got a call asking if I would have interest in joining Worcester County Insurance Institute. Since I have always believed in the value high-quality formal insurance education brings to the student and the employer, I said, “Why not?” I thought it would be a way of giving back to an industry that had been so good to me.

### Can you describe some of your typical daily tasks and responsibilities in your job?

The Worcester County Insurance Institute is a small non-profit that offers high quality insurance education in a classroom setting. Since I am the only employee, I get to do all kinds of routine things from fighting with the telephone company to doing payroll taxes and preparing our non-profit tax return. However, my main function is working with companies and agencies to determine what classes they would like to see offered, interviewing and hiring qualified instructors, and counseling students about appropriate coursework. In addition, I regularly teach classes. I get a huge amount of satisfaction when students tell me that the classes I have recommended were great and then ask “What should I take next?”

### What training do you have that makes you a good fit for your job?

Early in my career, I decided that I wanted a broad understanding of the property and casualty insurance industry and earned the Charter Property and Casualty Underwriter (CPCU). It was a long and difficult course of study but proved to be invaluable. Because of that background, even now I seldom run into areas that are totally unfamiliar to me. I love the industry and routinely read at least two or three insurance periodicals each week just to keep up with what is going on in insurance.

### What advice do you have for students considering an insurance career?

Bring it on! Learn as much as you can to prepare yourself for a career that will be interesting, varied, and great opportunities will come your way!

## The Path to Success

Bachelor of Arts, Liberal Arts  
**Tufts University, 1968**

Claims Adjuster  
**Crum and Forster, 1972**

Claims Supervisor  
**Crum and Forster, 1974**

Chartered Property and Casualty Underwriter (CPCU) designation, **1976**

Administrative Supervisor  
**Crum and Forster, 1977**

Project Leader  
**Crum and Forster, 1978**

Manager, Methods  
**Hanover Insurance Company, 1979**

Manager, Automated Systems  
**Hanover Insurance Company, 1981**

Director, Field Services and Office Leasing  
**Hanover Insurance Company, 1983**

Vice President/Executive Vice President  
**AMGRO, Inc., 1984**  
a subsidiary of Hanover Insurance Group

President  
**AMGRO, Inc., 1988**  
a subsidiary of Hanover Insurance Group

Vice President, MA Insurance Operations  
**The Covenant Group, 1996**

Executive Director  
**Worcester County Insurance Institute, 2001**

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