

Scott Gregory '91

Area Assistant Vice President | Gallagher Benefit Services, CA

Major: Mathematics

Briefly describe your position, organization and industry.

I am a consultant to mid-size companies (51-5000 employees). I lead our team in delivering service and executing the strategies for our clients. Gallagher Benefit Services is a subsidiary of Arthur J. Gallagher. We have over 9,000 employees and have offices throughout the US and in several other countries. In my department, we focus on employee benefits (medical, dental, etc.). We also provide services in Human Resource consulting, Retirement plan consulting and Executive Benefits.

Please specify your job responsibilities, including a typical day on the job.

My day varies quite a bit since I have both sales and service responsibilities. I spend about 1/2 my time in the office and the other 1/2 out of the office with clients. A typical day will include some client and/or prospect meetings. There will also be project work and service issues. There is also time spent on leading our healthcare niche activities and internal meetings with employees on my team to check the status on projects.

How did you break into your career field? What, if any, obstacles did you face?

I grew up in Connecticut and there were many jobs in the insurance industry. I knew I wanted to work in the insurance industry, but I was not sure in what capacity. I took a job in a Management training program with Phoenix Home Life and was assigned as a Manager in their Los Angeles office after 3 months in the program.

Indicate any previous experiences and how that led to your current position.

I spent three years with the insurance carrier and then became a consultant at a small insurance agency. I found that I liked dealing with the clients and prospects and my training at the insurance carrier helped me out tremendously. I spent 11 years at this agency and decided to move to my current position. Working at a small agency forced me to perform many roles and become well-rounded. I now get to concentrate on areas which I enjoy and lead other team members.

What does it take to succeed in your field? Please specify any important trends.

To succeed as a consultant, it helps to have both analytical and interpersonal skills as strengths. Consultants need to be able to deal with many different types of people and they need to be able to build rapport/trust with clients in short period of time. It is also important to be customer-focused and to be both responsive and resourceful. It is always important to develop leadership skills as well.

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How can students prepare themselves while still in college?

Students would be best suited by taking business classes, especially strategic planning and accounting classes. If insurance classes were available, it would be a good idea to take one. I also believe Sociology courses are helpful in working in a business organization.

How important is a graduate degree or other training? Specify preferred degrees, programs or certificates.

A graduate degree is not necessary, but some in our career have a MBA. In addition to having a state insurance license, there are important programs/certificates in our industry. The most popular program is the Certified Employee Benefits Specialist (CEBS). This is a program set up like an MBA for the employee benefit industry. It is co-sponsored by the Wharton School of Business. For those interested in working on retirement plan consulting, a Series 6 or Series 7 investment license is required.

What entry career areas would provide the best experience for students aspiring to your field? What strategies or resources would you recommend for landing an entry-level position or internship?

An internship would be an excellent opportunity to pursue, either with an insurance carrier, an insurance consulting company or a management consulting organization. Arthur J. Gallagher has an excellent summer internship every summer with nearly 150 students. This is a paid internship and there are internship positions open in many of our offices throughout the US. For a student who has graduated, it would be a good idea to work for an insurance carrier or a consulting firm in any capacity to get the work experience necessary.

What resources or websites would you suggest for students interested in your field?

www.ajg.com or www.gallagherbenefits.com for internship information with my organization
www.iscebs.org
www.benefitslink.com

How did your Providence College education and experience help to prepare you for success?

As a Mathematics major, I learned problem-solving skills, which have helped me in my job. Also, the logic involved in Mathematics or a Logics class can be extremely helpful. Most importantly, becoming well-rounded at Providence College helped me the most.

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