

AMERICA'S

BEST INDEPENDENT AGENCIES TO WORK FOR

The Winners

Overall Best Agency to Work For
Rogers & Gray Insurance,
South Dennis, Mass.

East

GOLD:
WT Phelan & Co., Belmont, Mass.
SILVER:
Hanson & Ryan Inc., Totowa, N.J.
BRONZE:
Novick Group Inc., Rockville, Md.

Midwest

GOLD:
The Starr Group, Greenfield, Wis.
SILVER:
Powers Insurance & Benefits,
Clayton, Mo.
BRONZE:
DSP Insurance Services,
Schaumburg, Ill.

South Central

GOLD:
Hotchkiss Insurance Agency,
Carrollton, Texas
SILVER:
Rich & Cartmill Inc., Tulsa, Okla.
BRONZE:
DFB Insurance Group,
Pampa, Texas

Southeast

GOLD:
Wallace Welch & Willingham,
St. Petersburg, Fla.
SILVER:
Peel & Holland, Benton, Ky.
BRONZE:
Celedinas Insurance Group,
Palm Beach Gardens, Fla.

West

GOLD
MOC Insurance Services,
San Francisco, Calif.
SILVER
SES Insurance Brokerage Services Inc.,
Santa Ana, Calif.
BRONZE
Der Manouel Insurance Group,
Fresno, Calif.

The votes were tallied and the results are in for the 2015 Best Independent Insurance Agency to Work For survey by *Insurance Journal*.

Employees of the winning agencies say that happiness in the workplace has a lot to do with people, relationships and culture. They cite high personal job satisfaction; rate their relationships with their immediate boss or supervisor as positive; and express a high opinion of their agency's owner or principals.

Many employees are grateful the best agency owners support local communities through charitable efforts and community outreach. Employees take pride in working for agencies that are respected in their communities and hold strong ethics. Employees also appreciate the generosity of their agency owners in sharing revenues in the form of bonuses and trips.

The best agencies also provide ways to help their employees grow — by giving them the tools and technology they need, and supporting them with education, training, annual performance reviews and, in some cases, mentors.

As expected, the winning agencies score high for overall employee benefits including wellness programs and for working conditions.

The best agencies to work for also provide employees with a strong sense of work-life balance, and deliver a workplace environment where employees feel supported wholeheartedly by management and their peers. Many of the employees say they feel like family in their agencies.

Insurance Journal wishes to thank the many customer service representatives, account executives, producers, managers and other agency staff who took the time to nominate their independent insurance agency in this year's survey.

Best Agency to Work For - West

SAN FRANCISCO, CALIFORNIA
MOC Insurance Services



MOC President Van Maroevich started at the firm in 1973. Shown: MOC's cubicles with a view.

MOC: Where Employee Opinions Matter

By Don Jergler

Sometimes being a great place to work isn't about offering the best salaries, the most time off or the greatest flexibility — although those are still very important.

It seems many employees nowadays like to feel like they're contributing to a team effort and working in an environment where their thoughts and creativity count.

That's what a number of employees at MOC Insurance Services in San Francisco, Calif., had to say about their firm.

And that's why MOC is *Insurance Journal's* 2015 pick for Best Agency to Work For, Gold Winner - West.

"If you want to work somewhere where your opinion matters, this is the place to be," wrote one employee in an anonymous survey.

The survey was conducted by *Insurance Journal* to help judge the award and included several categories in which employees could grade their firm.

The employee also described "remote work options," and an "open concept office

including free drinks and snacks."

"MOC offers good benefits and cares about their staff. The owner is in the office and never hesitates to say 'Thank you' for a job well done," the employee wrote. "You will be recognized for your accomplishments and be part of team that cares about you as a person."

MOC rated high in the *Insurance Journal* survey.

The firm garnered an overall "excellent" rating from nearly three-fourths of those who took the survey.

An overwhelming majority of employees rated the firm "excellent" in the categories of flex time, education, vacation, insurance knowledge and overall management skills.

One employee offered a list of reasons why MOC is a great place to work, including "the most generous, understanding, flexible, approachable."

The firm is willing to make changes, managers value employees' input and they encourage employees to continue their insurance education and obtain professional

designations, according to the employee.

Another employee described a healthy environment at MOC:

"Last year our building opened up two very small workout rooms — separately for men and women — for a small annual fee. MOC immediately made it available to all employees who were interested. It has been great to be able to work out at lunch or after work without having to even leave the building. I've never seen anyone but MOC employees using it; it's like having our own private gym."

Appreciating employees has been the key to making them happy, according to MOC President Van Maroevich.

"Our office is an ideal place to work because we respect and appreciate each and every staff member regardless of their position," Maroevich said. "We try to accommodate their needs in and out of work."

It also seems the firm has maintained a good balance when it comes to managing employees.

"I enjoy coming to work due to the fact that management is supportive and knowledgeable," wrote one employee. "There is no micromanaging, but at the same time you will always be challenged to perform your best. Management understands the balance between work and family which I value the most."

MOC began as a family business started in 1969 by Maroevich's father and mother, Ivan and Gladys Maroevich.

Ivan and Gladys owned a State Farm agency for 40 years.

The son joined the firm in 1973 after graduating from the University of California Berkeley.

The firm reports annual premiums exceeding \$100 million. MOC's risk and claims management experts specialize in benefits, real estate, entertainment, agriculture and viticulture, marine, aviation, commercial, personal insurance and life-sciences and technology sectors. ■

