

2021 INSURANCE HIRING OUTLOOK



As we near the one-year mark of the COVID-19 pandemic, the insurance industry's employment outlook remains strong. Insurance carriers have added 19,700 jobs since March 2020 and the industry is considered at full employment, with a 2.2% unemployment rate.*

Our Q1 2021 Insurance Labor Market Study, conducted in partnership with Aon plc, indicates a hiring environment not drastically different from January 2020. Below are highlights from the report and what the industry can expect during the next 12 months.

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STAFFING EXPECTATIONS

35% of insurers expect to maintain staff.

56% of companies expect to **increase employees**.

9% of companies plan to reduce their headcounts.

This is down from 17% six months ago.

- **Technology, analytics** and **claims** positions are expected to be most in demand.
- **Understaffed areas** primary reason for planned staffing increases.
- **Reorganization** is the primary driver for anticipated staffing reductions.

THE NEW WORK ENVIRONMENT

As offices reopen, **95%** of insurers plan to adjust their expectations around employee schedules.



56% will offer full-time remote work.

77% will provide occasional work-from-home opportunities.

47% will offer flexible hours.

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