

Ralph W. Smithers, Jr., CPCU, API, AIS

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Skill Summary

- Associate/Community Engagement
- Business writing/communications
- Conference Planning
- Corporate Strategy Team Leader
- Coaching
- Project Management
- Volunteer Program Development
- Public Speaking/Facilitation
- Foundation management/philanthropy
- Website and Mobile application deployment/technology
- YourCause/Grants Connect Blackbaud Grantmaking/Angel Points philanthropy packages
- Development and Delivery of Training Programs (Management, Sales, technical insurance, soft skills)

Professional Experience

- 2014-Present** **Assistant Vice President, Diversity, Equity, Inclusion and Community Relations/Talent Management**
Encova/Motorists Insurance Group, Columbus, Ohio
- Formalized all corporate philanthropic activities including automating and managing the Encova Ohio Foundation, volunteer programs, various fundraising campaigns including Operation Feed and United Way. Represent and speak on behalf of the company at various community events. Engage with corporate philanthropy professionals to learn and share best practices.
 - Developed a robust diversity and inclusion strategy. Execute and facilitate organizational assessments, launched eight active associate resource groups, maintain supplier diversity partnerships, designed onboarding strategies, and continuously transform training. Active participant with the Central Ohio Diversity Consortium to learn, disseminate and execute best practices in diversity and inclusion.
 - Diversity conference speaker.
 - Developed and executed an internal communications platform, which includes the deployment of Yammer and various communication strategies leveraging social media, e-mails, formal documents, and videos to engage associates.
 - Manage and sponsor group projects for the intern and mentor programs, including leading a comprehensive orientation and sponsoring group projects.
 - Develop community service and social activities as well as facilitating company housing options.
 - Supported the development and design of human resources through active participation in the development of the CHRO vision.
 - Recognized by *Columbus Business First* as an Outstanding Diversity Champion, 2019, company recognized as Outstanding Diversity Champion in 2021.
 - Ohio Minority Supplier Development Council Advocate of the Year, 2020.
 - Distinguished Community Service Award, The Ohio State Office of Diversity and Inclusion, 2022.
- 2010 to 2014** **Vice President, Agency Technology and Customer Service**
Motorists Insurance Group, Columbus, Ohio
- Identified agency interface priorities, advanced agent-facing technology services, and integrated legacy systems.
 - Designed and implemented innovative call center practices for all companies in the group with documented improvements in customer experience and service outcomes.
 - Led a process to design and deliver a highly useful mobile application significantly ahead of our competitors to facilitate access to ID cards, filing claims and finding local agents.
 - Role was eliminated after a restructuring and the company's direction to move to a new technology platform.
- 2002 to 2010** **Assistant Vice President, Personal Lines Underwriting**
Motorists Insurance Group, Columbus, Ohio
- Responsible for the profit and loss of half of the company's personal lines portfolio.
 - Led a team of nine underwriters.
 - Managed the company's personal lines casualty lines of business (auto, umbrella, non-standard auto).
 - Leadership role in the rate study process, identification, and execution of product initiatives, interacting with agency stakeholders and compliance with regulators.
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- 1998 to 2002** **Assistant Vice President, Training and Development**
Motorists Insurance Group, Columbus, Ohio
- Led a team of three trainers.
 - Designed and facilitated company training programs to all stakeholders, associates, and agents.

- Supported Human Resources initiatives including recruiting, on-boarding, enhancing the company's performance appraisal system and delivering presentations to support benefit changes. Redesigned and delivered the company's management training program.
- Supported the development and execution of human resources policies.
- Developed a robust "Take Your Child to Work" program and other associate engagement activities that are still in use today.
- Built the company's first website (1996)

Other roles:

- **Senior Training Consultant (1994-1998)**
- **Commercial Lines Underwriter (Motorists Insurance/Beacon Insurance—1991-1994)**
- **Personal Lines Underwriter (1989-1991)**
- **Customer Service Representative (J.C. Penny Insurance 1985-1989)**

Non-Profit, Community and Industry Leadership Experience

- **Columbus Urban League**, (2015-2020) Board Member (Secretary, Human Resources Chair, Young Professionals Advisor, National Urban League Conference Delegate, YP President's Award Winner)
- **Discovery Special Improvement District/SID Public Services**, Columbus, Ohio (2015-Present) Trustee (Treasurer, Vice President)
- **Ohio Foundation of Independent Colleges** (2020 to present), Trustee; Diversity Equity and Inclusion Program Committee
- **United Way of Central Ohio** (2014-present) Motorists Group Campaign Chair, Key Club Steering Committee Chair, Celebration of Excellence Judge, Grant Review Committee)
- **Lincoln Theater** (2020 to present), Board Member, Development/Fundraising co-Chair/Treasurer
- **Bucking the Trend Scholarship** (2010 to present), The Ohio State University, Partner and Major Financial Contributor
- **Rocky Fork Blacklick Accord** (2019 to present) (City of Columbus) Zoning Review Panel Member/Chair
- **Meals on Wheels Volunteer** (2016-2019), Route Coordinator (2016 Meal Route Spirit Award), Life Care Alliance
- **American Red Cross of Greater Columbus** (2001 to 2007) Board Member (Secretary, HR Chair, Humanitarian of the Year Sales Committee, Board Chair Award Winner 2006)
- **Columbus Chapter of the Society of Property Casualty Underwriters (CPCU)** (1994-2000), President, Vice President, Treasurer, Education Committee Chair, New Designee Rep
- **Future Possibilities, Inc** (2010-2013), Board Member (2007 MacGilvery Prize Winner for volunteer of the year)

Education

The Ohio State University Fisher College of Business

Bachelor of Science, Finance/Insurance and Risk Management, 1989

- *Activities and Societies:* Phi Beta Sigma Fraternity, Inc., Gamma Iota Sigma Professional Insurance Fraternity, Dean's List, Minority Scholars Program Scholarship Recipient, Office of Minority Affairs Superior Service Award

The Ohio State University Fisher College of Business

- Emerging Leader's Institute Executive Education Program, 2002

Certifications

- Chartered Property and Casualty Underwriter (CPCU), 1994
- Associate in Personal Insurance (API), 2005
- Associate in Insurance Services (AIS), 2006

Other Activities

- Central Ohio Insurance Education Day Committee/Chair
- Central Ohio Diversity Consortium
- Columbus Partnership Diversity, Equity, and Inclusion Advisory Committee advisor
- Junior Achievement Volunteer
- NAMIC Personal Lines Underwriting and Marking Seminar Chair/Presenter
- New Albany Youth Football League (Board Member/Coach
- North Village Homeowners Association President
- Professional Insurance Agents (PIA) of Ohio Education Committee/Chair
- New Albany High School Football team volunteer and booster club member
- Rocky Fork-Blacklick Accord Zoning Review Panel (voting member/chair)
- Who's Who in Black Columbus