



JohnMark Rohrbaugh, AIS, API, CISR
Customer Service Agent Manager
Commercial Lines Supervisor



JohnMark Rohrbaugh is the Customer Service Agent Manager for The Glatfelter Agency. He joined the organization in 2001. JohnMark is responsible for the direct supervision of all of the Commercial Lines Customer Service Agents and supports the other department managers through the indirect supervision of all other Customer Service Agents and support staff. He is responsible for the review and implementation of agency workflows and procedures. He is also responsible for the daily operation of the agency.

JohnMark earned a Bachelor's degree in Mathematics from West Virginia University in 1991 and taught classes for the Insurance Institute of America.

Prior to joining The Glatfelter Agency, JohnMark was employed by Harris Savings Bank as a Consumer Loan Underwriter. He began his insurance career in 1992 as a Personal Lines Rater and Associate Underwriter with Penn National Insurance Company. He has insurance industry designations of Certified Insurance Counselor (CIC), Certified Insurance Service Representative (CISR), Associate in Insurance Services (AIS) and Associate in Personal Insurance (API). He is currently pursuing the Chartered Property Casualty Underwriter (CPCU) designation.

The Glatfelter Agency is the local retail division of Glatfelter Insurance Group, with offices in the Susquehanna Commerce Center East in downtown York, Pa. The Glatfelter Agency is a full-service agency providing a wide array of commercial and personal insurance products, benefits packages and risk management solutions to more than 6,300 clients in Central Pennsylvania and Northern Maryland.