

CUSTOMER SERVICE REPRESENTATIVE

AUGUST 2021

Be part of a great team! Come join our growing independent insurance agency dedicated to helping our clients find coverage + value that meets their unique needs.

Seeking:

Smith Insurance Group is looking for a highly-motivated, well-organized, results-driven, team player to join our agency as a **Licensed Insurance Customer Service Representative (CSR)**.

The **Insurance CSR** will assist personal and commercial prospects and clients with the purchase and service of all their insurance needs while providing an excellent level of service.

Job Responsibilities:

- Generate insurance quotes, make sales presentations, close sales for personal and commercial prospects.
- Generate and close cross-sell opportunities for personal and commercial clients.
- Manage and process renewals.
- Provide exceptional customer service.
- Build and maintain relationships with clients.
- Provide consistent, accurate and timely communications to clients through verbal and written correspondence.
- Process customer policy change requests.
- Scan and electronically file documents.
- Maintain client files in Agent Management System (AMS).
- Other duties as assigned by broker/agent and office manager.

Requirements:

- 3+ years' experience in sales/insurance/customer service
- P & C insurance license preferred but will train the right individual
- Auto/Home insurance experience, a plus
- Personal and commercial lines insurance experience a plus
- Strong written and verbal communication skills

Requirements continued:

- Ability to work in a team environment, with a positive attitude, and willingness to help others
- Ability to organize, prioritize and self-manage workload
- Able to work under pressure and time constraints
- Strong computer skills, Word, Excel, Outlook, AMS
- Must be able to multi-task
- Bilingual, a plus

Benefits:

- Paid time off
- Incentive trips
- Bonus opportunities

This is a full time position.

Hours are 8 am to 5 pm with a 1 hour lunch break, Monday – Friday.

Qualified candidates can submit their resume to [**justin.smith@sig4you.com**](mailto:justin.smith@sig4you.com).

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