

## **Entry Level Customer Service Representative for Personal Insurance:**

**Name of your Company, City, State**

**Employment Type: Full time or Part Time**

### **About You:**

Enjoy helping others and are detailed oriented. You are comfortable with talking to people on the phone and using a computer all day, so you are computer literate. Like to work with numbers and learn new things. You desire to be part of a team and want to be part of the solution and not the problem. If this sounds like you, please read on.

### **About Us:**

We are a team of people helping people. Our independent insurance business is based on the relationships we build within our Team, our clients, potential clients, our community and the companies we work with. As an independent insurance agency, we work for our clients, not one insurance company.

Our hours are **Monday thru Friday from 8:30 – 5:30 (will vary by Agency)** and we will provide training. You may be asked to work occasionally during an evening or Saturday to support local and community events.

### **Job Responsibilities:**

- Establish working relationships with clients, potential clients and companies we represent on the phone, email and on paper.
- Supporting teammates with follow up for clients and prospects.
- Research and resolve coverage questions.
- Promptly respond to client needs either on the phone or electronically.
- Maintain client files and process routine correspondence between our agency and the client or company... both paper records and on our many different software programs
- **(optional) Cultivate new opportunities and offer additional lines of insurance through consultative selling**
- Assist with other office duties as they arise and are needed

### **Professional and Personal Skills:**

- Proficient with Microsoft Word, Excel, Outlook and a calculator
- Type quickly and accurately
- Excellent communication skills both verbal and written
- Organized, structured, punctual and will follow the rules
- Patient, respectful, reliable, trustworthy, friendly, supportive, articulate, kind, ethical and honest

### **Wages and Compensation:**

- (optional) We offer competitive wages between \$12 - \$20 depending on experience and if you already have a license, bonuses for performance and other benefits are available as well.

#### **Experience Requirements:**

- No previous insurance experience is required. We will train and educate the successful candidate. However, having previous experience working within the insurance industry is a bonus.

#### **How to Apply:**

- Email the following to us at [insure@company.com](mailto:insure@company.com)
  - Your resume with three personal references and three professional references
  - Write a short essay (less than one page) on either of the following:
    - Describe the person (present, past, dead or alive) you admire the most and why or...
    - Describe an experience that has been the MOST valuable to you and why
- Please do NOT call the office to inquire.
- Please do NOT walk into the office to inquire.
- Please follow these instructions precisely or you will not be considered for the position.