

# Customer Service Representatives

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## Job Brief

We are looking for a full-time Customer Service Representative (CSR) to join on our team. This position will collaborate with our agents, rating specialists, and customer support specialists to provide excellent service to our existing customers.

## CSR Responsibilities

- Maintain detailed knowledge of new & existing products.
- Develop & maintain great professional relationships with clients.
- Perform administrative tasks like maintaining records & inputting data into our agency management system.
- Proactively monitor activity of existing customer accounts and work with our customer support specialists, raters, and agents to communicate and coordinate renewal reviews with our clients.
- Assist our customers with filing claims, questions about claims, and assistance throughout the claims process.
- Deliver excellent customer service by helping our team respond quickly to requests from clients to handle their questions and needs. Customer service is something we focus on and is an important part of this position.

## What does a CSR do?

In this position, you will be the third point of contact for our company. Duties include working directly with our customers to provide them with excellent customer service and monitor their accounts to ensure they have the right coverage and company, at the best value. You will work closely with our customer support specialists and direct them as they assist you to provide service to our existing customers. This position works as a team with our first impression specialist, customer service representatives, rating specialists, and producers.

Ultimately, a Customer Service Representative's duties and responsibilities are to work with our existing customers. When the job is done right, it directly impacts and helps the retention of existing customers and allows our agency to grow which is why we are looking for more professionals to join our team.

## Requirements

- **Insurance License required**

- Proven work experience in a customer service role. Experience in insurance or financial services would be a plus.
- College degree in business management or insurance a plus.
- Strong teamwork skills including the ability to collaborate and communicate well with others.
- Proficiency working with a computer and Microsoft Office Suite.
- Hands-on experience with office equipment (computers, printers, fax, and copier).
- Professional attitude and appearance.
- Solid written and verbal communication skills.
- Ability to be resourceful and proactive when issues come up.
- Positive and friendly attitude
- Organized
- Multitasking and time-management skills, with the ability to prioritize tasks.
- Reliable and consistent

## **Pay and Benefits**

- Pay will be determined based on experience and hours.
- Health Insurance, Life Insurance, Long and Short-term Disability, Retirement Account with match, Paid time off, Potential bonus opportunities based on performance and results.

## **To Apply**

Send resume and cover letter to [erich@agencyonemn.com](mailto:erich@agencyonemn.com) along with the position you want to apply for.