

# Customer Support Specialist

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## Job Brief

We are looking for a full-time Customer Support Specialist (CSS) to join on our team. We have CSS positions for personal lines, commercial lines, and life/health insurance. This position will assist our customer service representatives (CSR) and provide excellent service to our existing customers.

## CSS 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 & assist with handling policy renewals.
- Assist customers with billing questions & making their payments.
- Assist CSR with claims activity.
- 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 CSS do?

In this position, you will be the second point of contact for our company. Duties include offering administrative support. You will work closely with our customer support representatives to help them service our existing customers. This position works as a team with our first impression specialist, customer service representatives, raters, and agents.

Ultimately, a Customer Support Specialist's duties and responsibilities are to provide support to our Customer Service Representative's so our agency can provide exceptional customer service to our clients.

## Requirements

- Insurance license is not required.
- Proven work experience in a customer service role.
- 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 [ericb@agencyonemn.com](mailto:ericb@agencyonemn.com) along with the position you want to apply for.