

POLICY SERVICES REPRESENTATIVE

Primary Job Functions:

This position is responsible for servicing our agent partners and our policyholders. Each representative service 60-100 incoming calls per day in addition to other daily activities. We assist with questions on policies, billing, coverages, cancellations as well as guidance to our agents on how to accurately quote a policy. We do this for all states we do business in and for all products - personal auto, motorcycle and commercial auto.

Qualifications:

Attention to detail and ability to multi-task. Excellent communication, organizational and customer service skills. Requires ability to learn and understand insurance program differences between several states and how to process requested policy changes, while still cordially and courteously servicing 60-100 incoming calls per day. Degree or equivalent industry experience helpful but not required.