



## CAREER OPPORTUNITY

**Position:** Personal Lines Customer Service Representative

**Office:** Hartford, WI

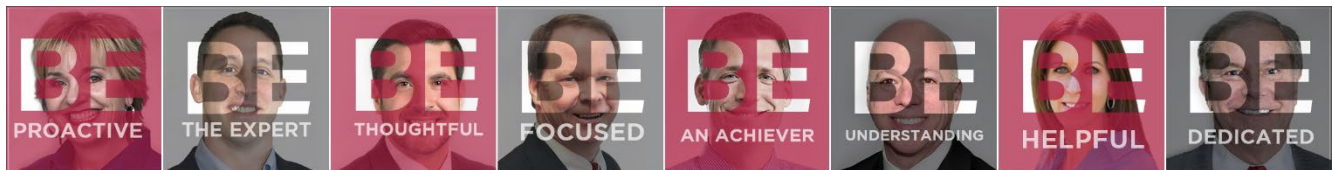
**Status:** Full-time

**Career Level:** Entry-Level

**Reports to:** Personal Lines Manager

**Salary:** Based on Experience

**Benefits:** Profit Sharing, Community Involvement and Volunteer Opportunities, Full Benefits Package Including: Generous PTO/Holidays, Health Insurance, Dental Insurance, Life Insurance, Vision Insurance, 401K with a Friendly and Casual Work Environment



Are you looking for a career change and wanting to learn the insurance industry? We are a growing insurance agency and we need personal lines customer service help. What we're looking for is pretty simple.

### Can You?

- Show up on time every work day?
- Perform consistent, high-quality, detail oriented work?
- Take care of customers and leave them with a good impression of you and our agency?
- Look the part with business casual attire?
- Laugh at yourself and us there's no faking a good sense of humor?
- Be all things to all people or short of that, lots of things to many people?
- Work rapidly and efficiently in Microsoft Excel and Word?
- Step up and do all the little stuff that nobody could ever think to include in a job description.



### **Details Client Customer Service**

- Communicate with clients and navigate their personal insurance needs
- Build and maintain strong relationships with clients, carriers, Agent Owners
- Handle client's needs for coverages, claims, and accounting/billing

### **Marketing**

- Prepare applications, proposals and marketing items for existing and new business
- Assist with client management system and support administrative tasks and marketing projects
- Identify opportunities to promote and enhance coverage based on the client's needs

### **Administrative**

- Understand exposures including specialty product lines
- Strong abstract reasoning ability
- Organize and prioritize workflows for assigned book(s) of business
- Provide support to our Agent Owners and help grow and retain business
- Keep EPIC system current and updated

### **Qualifications-Required**

- High School diploma, GED, or equivalent combination of education and experience
- One to three years of related experience required in busy office environment