



Insure Response, LLC

Insurance Services Representative

Job Summary: Under general supervision, in a 24/7 in-bound call center environment representatives will interact with customers to provide prompt, courteous customer service, which meets or exceeds service standards. Representatives will utilize applicable software programs, websites, and internal procedures to respond to customer inquiries, file first notice of loss information for insurance companies, process rate quote requests from customers and provide professional and administrative services for our Clients. All calls and actions taken on the call will be thoroughly documented. Services will be provided by clearly communicating in a user-friendly, professional manner. Representatives will perform related work and participate on special projects as assigned.

Duties and Tasks/Essential Functions:

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
- Interact with customers to provide and process information in response to inquiries, concerns and requests about insurance products or other professional services;
- Gather customer's information and determine required steps for results and resolutions;
- Educate prospective clients on product features and benefits, identifying needs and qualifying accounts;
- Process mail and documentation according to established processes;
- Understand and utilize all resources available to accomplish assigned tasks;
- Follow standard processes, procedures, regulations and guidelines to include internal, client-mandated and government maintained;
- Abide with all mandated compliance processes and procedures to protect end user's vital data;
- Identify and escalate priority issues per Client specifications;
- Accurately process and record call transactions using a computer and designated tracking software;
- Handle customer questions, complaints, and inquiries with the highest degree of courtesy and professionalism;
- Offer alternative solutions where appropriate with the objective of obtaining and retaining customers' and clients' business;
- Organize ideas and communicate oral messages appropriate to listeners and situations;
- Follow-up with and make scheduled call backs to customers where necessary;
- Stay current with compliance and process information, changes and updates;
- Actively participate in training programs and cross training to maximize team efficiency and maintain or exceed service standards; and
- Communicate openly with Supervisor and other team members to ensure accurate responses and to avoid duplication of efforts

Skill and Knowledge Qualifications:

- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- High attention to detail
- Knowledge of relevant software computer applications and equipment
- High degree of knowledge of customer service principles and practices
- Effective listening skills
- Willingness to cooperate with others and work to the greater good
- Multi-tasking capabilities
- Minimum 12 hours of weekend working availability on a Saturday or Sunday

Desired Skills, Knowledge and Experience:

- Previous customer service and administrative experience in an office setting or call center environment
- Insurance industry experience
- Property & Casualty (P&C) or Life & Health (L&H) Producer's License

Competencies:

- Exemplary Attendance and Punctuality
- Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- Focuses and guides self and team members in accomplishing work objectives.
- Interacts with others in a way that gives them confidence in one's intentions and those of the organization.
- Clearly conveys and receives information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener.
- Makes customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
- Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.

- Possesses, acquires, and maintains the professional expertise required to do the job effectively and to create effective customer solutions.
- Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Conditions:

- Must be able to sit for long periods of time
- Position requires use of headset/microphone

