

Wanted: Insurance Customer Service Representative

Where: Central Financial Group, Britt and Kanawha

Job Description:

The successful candidate will provide varied insurance sales and service support to agent in a fast paced, demanding environment.

- Tasks will routinely include, but not be limited to:
  - o Learning and working in AMS, an online based agency management system
  - o Clerical work such as answering phones, setting appointments, filing, etc
  - o Knowledge and experience with Microsoft Office Word and Excel
  - o Proposal preparation
  - o Taking customer requests for policy changes and amendments
  - o Processing of policy changes and amendments
  - o Communicating with insurance carrier partners for direction on problem resolution
  - o Quoting of new and renewal insurance policies
  - o Receiving claim notifications from clients
  - o Filing claims with carriers
  - o General support as need by agent/agency
- The successful candidate will:
  - o Be trained by a team of agency staff with industry experience averaging 15+ yrs;
  - o Have prior insurance experience (preferred but not required);
  - o Have or obtain a Property and Casualty License;
  - o Have the ability to self-manage;
  - o Have the ability to prioritize;
  - o Have the ability to multitask; and
  - o Have good problem solving skills.
- Benefits Include:
  - o Subsidized group health insurance
  - o Long term disability insurance
  - o Group life insurance
  - o Medical and Dependent Flex
  - o 401k
  - o Voluntary All-State and vision coverage
  - o Paid vacation, personal time and holidays
- Salary commensurate with experience.
- Office located in Britt, Iowa
- Please email your experience or resume (preferred) to [terese.culbertson@centralfinancialgroup.com](mailto:terese.culbertson@centralfinancialgroup.com)