**Insurance Customer Service Representative**

We’re seeking an organized and highly self-motivated Insurance Customer Service Representative to join our team!

You’ll be responsible for creating insurance policies, advising potential clients on coverage, and converting quotes into new policies. You’ll also help resolve billing issues, change policies, and make policy recommendations.

**Insurance Customer Service Representative Responsibilities**

* Responds directly and promptly to client inquiries and requests
* Develops and maintains client service plans and manages mid-term changes
* Accurately prepares, processes, reviews and monitors various documents such as certificates of insurance, auto ID cards, binders, renewal information requests, audits, endorsements, and proposals.
* Responsible for new client setup and ongoing client maintenance in the appropriate agency management system
* Meets with clients as needed to review clients’ accounts as needed
* Handle complaints, present appropriate solutions, and alternatives within the timeframes set, and follow up to ensure that the issue has been resolved

**Insurance Customer Service Representative Required Skills**

* Strong sales and Customer Service skills
* Excellent active listening, interpersonal, and communication skills
* Prioritize and meet deadlines
* Computer experience with Windows based software and general office equipment
* Ability to work in a team based setting

**Insurance Customer Service Representative Education and Experience**

* High school diploma or equivalent required
* Insurance background preferred, but willing to train the right person

**Insurance Customer Service Representative Licenses or Certifications**

* Active Wisconsin Insurance preferred or be willing to obtain upon hire.