Job Description

Job Title: Customer Service Representative (CSR)
Reports To:
FLSA Status: Non-Exempt; Full-Time
Location: Seminole

Summary Provide clerical work and minor administrative and business detail.

Essential Duties and Responsibilities include, but not limited to:

Provides insurance quotes and accepts insurance applications.

Process changes to insurance policies.

Interprets policies and explains insurance coverages & procedures.

Assists with seeking new insurance business.

Assists with the negotiation and selling of insurance products.

Produce and forward insurance verifications for vehicles and certificates of insurance for Agent.

Reads and routes incoming correspondence such as mail, fax, etc.

Greets visitors and conducts to appropriate area or person.

Act as liaison & point person for ____*Seminole*_____ *County* and in all outside relations with various entities such as insureds, and the general public.

Prepares outgoing mail and correspondence, including e-mail and faxes.

Assist with answering phones and forward calls as necessary.

Organizes and maintains file system, and files correspondence and other records.

Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.

Makes copies of correspondence or other printed materials.

County Duties:

Receive and receipt payments for membership.

Print new member cards and mail.

Additional duties, as assigned by County.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Business Acumen - Understands business implications of decisions.

Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Must have valid Property and Casualty CSR License, or obtainment of license upon employment.

Language Skills
Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have general knowledge of computers and computer systems including hardware and software.

Other Skills and Abilities

Must have knowledge of secretarial, office administrative procedures, and knowledge of use and operation of standard office equipment, at a level generally acquired through 1+ years related experience.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; walk and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

EOE