

CUSTOMER SERVICE REPRESENTATIVE

The Customer Service position provides an exciting and challenging opportunity to work in the dynamic and fast-paced Customer Service environment of a Property and Casualty Insurer.

The Customer Service Representative (CSR) will excel in developing relationships, demonstrating a true commitment to customer service excellence through positive, effective, and diplomatic oral and written communication skills and directly impacting our customers and agents' perception of Quincy Mutual.

As a member of the Customer Service team, the CSR exhibits accountability, teamwork, professionalism, personal development, and proactivity toward improving performance and contributions to the Company's success. They act with integrity, professionally engaging internal and external customers.

Initial training for this role will be onsite. There is an option for a hybrid work schedule when the introductory training period concludes, with in-office days on Tuesdays & Thursdays, with the third day to be discussed with your manager.

CUSTOMER SERVICE ACCOUNTABILITIES:

Communication

- Communicates over the telephone in a courteous and pleasant manner, projecting confidence with a positive tone.
- Explains difficult or complicated concepts to insureds and agents.
- Defuses negative situations with professionalism and maturity.
- Ability to ask probing questions to get to the root of callers' questions and concerns.
- Develops strong relationships with members of other departments to be of assistance to them create an avenue for Customer Service to seek support for complex issues.
- Comfortable with handling high-pressure and time sensitive calls and customer needs.

Job Knowledge

- Able to thrive in a fast-paced learning environment and will quickly gain knowledge of company billing, claims, and underwriting procedures.
- Comprehensive knowledge of all potential payment plan options, which differ from product to product.
- Ability to think mathematically about policy changes, anticipating expected outcomes from policy changes.
- Uses critical thinking to identify issues and unexpected outcomes; ability to correct course.
- Balance the expectations of agents and customers along with upholding the company policies and procedures.
- Identifies, analyzes and researches billing issues, working cross-functionally with the accounting department to resolve.
- Develop an understanding of claim handling procedures and processes, policy coverages, and endorsements.
- Excels in fact-gathering to understand the status and needs of a claim file, to properly handle or appropriately transfer a call.
- Identifies and reports potential issues with claim procedures, systems, or vendors.
- Assist agents with troubleshooting common quoting issues.
- Follows company guidelines regarding policy reinstatements.

- Differentiate between company handled topics and agency handled topics.
- Identifies and reports potential underwriting issues. Alternatively, able to understand and explain potential underwriting issues to agents.
- Across all areas of job knowledge, resolves problems that require judgment based on company guidelines and philosophies in a timely manner.
- Identifies trends and reports items to appropriate management.
- Applies knowledge of company processes to explain requirements to callers.
- Initiates account changes and corrections based on customer requests.

Other Responsibilities

- Excellent problem-solving skills and the ability to resolve issues without escalation.
- Adapts to changing policies and procedures.
- Ability to learn new concepts and apply them to a multitude of calls and scenarios.
- Proficient in using virtual meeting applications for the purposes of training, coaching, and mentoring from the department manager and other team members.
- Comfortable taking direction from management or senior team members and executing recommendations.

Education:

A 4-year Degree is preferred.

Experience:

At least 2 years of experience using MS Office. Prior work experience in a customer service work environment is preferred.

The Company is willing to train candidates that meet the education and experience required through on the job training and our fully funded Tuition Reimbursement program.

Skills:

- Ability to communicate over the telephone in a clear, courteous manner with a positive tone.
- Familiar with window-based PC applications.
- Capable of analyzing information presented and making decisions based on company guidelines.
- Ability to use computer keyboard.

Salary Range: \$47,500 - \$50,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.