

**Qualifications for Customer Service Representative with**  
**"Filichia Insurance Agency Inc."**

The ideal candidate loves talking to people and proactively solving issues. You will be responsible for helping to converting customers into client.

**Responsibilities**

- Communicate with customers via phone, email and in person
- Provide knowledgeable answers to questions about personal lines insurance product, and companies
- Work with independent agents to meet customer's needs
- Data entry in various platforms
- Develop Data from the Internet and the contracted insurance companies
- Receive and process walk in customers payments and take telephone payments for EFT
- Filing and maintain file and electronic office management files
- Learn about Home, Auto, Motorcycle, RV's and Boat insurance products
- Attend training webinars as directed
- Attain CSR designation whit in 1year of employment
- Maintain work space and assist with keeping office as a customer friendly environment
- On occasion attend out of office Expos with all agency force manning a Resource Table
- Offer information about price quotes to prospective customers.
- Protect the reputation of the company
- Maintain strong clientele relationship with customers.
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**Qualifications**

- At least 1 - 3 years' of relevant work experience.
- Excellent phone etiquette and excellent verbal, written, and interpersonal skills. Ability to multi-task, organize and prioritize work. Be a self-starter with excellent potential for growth.
- Ability to handle and pacify difficult customers. Effective communication skills - both verbal and non-verbal.
- Must always be friendly and willing to provide assist others.
- A good memory for remembering data and details.
- A good listener with sound judgment.
- Ability to cope in a fast paced job environment.
- He / she must be able to critically analyze and solve problems efficiently.