

Customer Service Department Job Description

Customer Service Team Leader

Position Summary

The Customer Service Team Leader delivers exceptional customer service. The team leader will work in alignment with the department manager to foster an environment that meets and exceeds performance expectations. In addition to regular Customer Service Representative (CSR) call responsibilities, this person will assist in monitoring the department's daily work, the overall quality of the CSR's phone calls, and interactions with those that come to the front desk (as applicable). The team lead will support the CSR manager by developing, facilitating and administering training programs for employees.

- Produces normal CSR/Senior CSR assigned work with primary emphasis on call center activities
- Researches and resolves customer or broker questions or problems as well as those questions or problems that are escalated from the CSRs.
- Reviews quality of department performance by conducting call monitoring and periodic review and updating of department reference materials.
- Oversees and maintains the department's quality and productivity.
- Recommends additional training or communication to address department gaps.
- Serves as a training resource for the department. And makes sure that each CSR has the most current resource material available in the department's training binder.
- Provides support as a technical and procedural resource to CSRs.
- Develop individualized and group training programs that address specific department needs.
- Answers incoming calls and assists callers with inquiries. Examples include but are not limited to: new business (quotation/payment status); renewals (payment/issuance status); endorsements (processing status/evidence of insurance requests); inspections; deficiency letters; cancellations/non renewals; and CEA (payment/policy/quotation status). Provides detailed information in these responses.
- Follows up with other departments to resolve problem files.
- Inputs data in a desktop database for all incoming calls.
- Assists customers at the front desk when necessary including the resolution of problems that need to be escalated beyond a CSR.
- Handles agency licensing tasks (registering new brokers, address changes, agency mergers, etc.).
- Facilitates the processing of evidence of insurance requests as required, including those that require special attention.
- Handles escalated calls or complaints from brokers and insureds.
- Monitors the work condition of the department and makes adjustments as necessary.
- Communicates to Customer Service Manager any system or staffing issues within the department.
- Performs additional duties or special projects as assigned.
- Supports and Coordinates Catastrophe (CAT) Management functions. Monitors and reports CAT call volumes to CSM and Claim Management, coordinates FNOL Claim routing. In addition, identifies and structures other administrative functions to assist with CAT management.

Knowledge and Skills

The individual must meet the following requirements:

- 3 years experience as a CSR or similar role.
- Exhibits strong communication skills with emphasis on phone skills.
- Demonstrates strong interpersonal skills, (both internal and external) and work well in a team environment.
- Demonstrate sound decision making skills. Take initiative on issues and perform tasks with minimal supervision.
- Demonstrate an ability to quickly and accurately assimilate new information and procedures and convey that information to the CSRs.
- Possess strong organizational skills to manage and prioritize any assigned projects.
- Bilingual (English/Spanish) desired.
- College degree in business or related field preferred.
- Basic computer skills required.