

OPERATIONS CUSTOMER SERVICE REPRESENTATIVE JOB POSTING

Position Summary:

The Customer Service Representative (CSR) is an individual who provides information to callers regarding payment or policy status as well as correspondence received from the FAIR Plan. In addition, the CSR provides assistance to those who come to the front desk and handles agency licensing transactions, as applicable. This person displays a high level of courtesy in providing a satisfactory response to customers or brokers.

Principal Duties & Responsibilities:

While no Job Description can possibly include all duties that may be required by the Association, the following is a summary of the primary responsibilities of the position.

- 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).
- Performs daily assigned work with primary emphasis on call center activities.
- Researches and resolves customer or broker questions/problems.
- Handles agency licensing tasks (registering new brokers, address changes, agency mergers, etc.).
- 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.
- Handles agency licensing tasks (registering new brokers, address changes, agency mergers, etc.).
- Distributes faxes and other correspondence to the department.
- Facilitates the processing of evidence of insurance requests as required.
- Participates in individual and group training designed to improve service.
- Performs additional duties or special projects as assigned.
- Adhere to Federal and State laws and regulation.
- Any other duties needed to help fulfill the Associations Mission, abide by the Association's Values and fulfill the Association's Strategic Objectives.

Knowledge and Skills Requirements:

The individual must meet the following requirements:

- Exhibit good communication skills with emphasis on phone skills.
- Demonstrate good interpersonal skills (both internal and external) and work well in a team environment.
- Perform slightly varied moderately complex tasks.
- Exercise occasional decision making and judgment.
- Perform tasks with minimal supervision.
- Have a solid understanding of rules and procedures in order to provide accurate information to callers.
- Prior insurance experience, call center experience, and coverage knowledge preferred.
- Bilingual (English/Spanish) desired.

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- High school diploma and basic computer skills required.