



Stewart Goldenberg Farmers Insurance in Winter Park is looking for a part time 20 hour/week employee. We are a fast growing organization and this job can turn into a full time job in the future.

Customer Service Representative Job Description

1. JOB SUMMARY:

Support sales goals of the agency to meet long-term and short-term goals for agency growth. This includes new business, cross-sell opportunities, customer service retention, and profit goals.

2. JOB TASKS AND RESPONSIBILITIES REGULARLY PERFORMED:

- Utilize our system on a continual basis to update policy and database information.
- Coordinates thank you/welcome/birthday letters for new households on a continual basis.
- Manage dashboard activities such as my alerts, marketing postcards/letters, and follow-up.
- Continually follow-up on X dates and set new prospect appointments.
- Sets up and maintains files on all new business accounts.
- Share responsibilities of answering the phone.
- Always ask for referrals and thank customers for their business.
- Cross-sells all products at every opportunity through pivoting.
- Aids in preparing annual review appointments.
- Reviews cancellation and renewal lists on a weekly basis to ensure high level of retention and profitability.

3. SKILLS AND QUALITIES:

- Communication Skills
- Customer Service Skills
- Computer Skills

4. PAY

- \$13/hour to start
- Bonus based on meeting company growth goals
- If desired, will pay for license and classes once you pass state exam