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Customer Service Representative – State Farm Agent Team Member

Hiring organization
State Farm

Job Location

United States
Remote work from: USA

Date posted
October 15, 2024

Base Salary

USD 40 - USD 50

Valid through
31.05.2025

Employment Type

Full-time, Part-time

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Description

ROLE DESCRIPTION:

As a Customer Service Representative – State Farm Agent Team Member with Larissa Buerano – State Farm Agent, you will generate the kind of exceptional client experiences that reinforce the growth of a successful insurance agency. Your attention to detail, customer service skills, and desire to help people make you an ideal fit. You will enhance your career while resolving customer inquiries, coordinating with other agency team members, and anticipating the needs of the community members you support.

We look forward to connecting with you if you are the ideal customer-focused and empathetic team member we are searching for. We anticipate internal growth opportunities for especially driven and sales-minded candidates.

RESPONSIBILITIES:

- Establish customer relationships and follow up with customers as needed.
- Provide prompt, accurate, and friendly customer service. Service can include responding to inquiries regarding insurance availability, eligibility, coverages, policy changes, transfers, claim submissions and billing clarification.
- Use a customer-focused, needs-based review process to educate customers about insurance options.
- Use exemplary communication to efficiently meet the needs of customers while promoting the development of our business.

QUALIFICATIONS:

- Dedicated to customer service
- Able to effectively relate to a customer, answer their questions, and anticipate their needs.
- Excellent communication skills to assist customers and coordinate with other agency team members
- Proactive in problem-solving
- Bilingual Spanish preferred
- Prior State Farm experience required

BENEFITS:

- Hourly pay plus commission/bonus
- Growth potential/Opportunity for advancement within my office
- Paid time off (vacation and personal/sick days)
- Health benefits

- Valuable career-building experience