

Title: Customer Care Representative

Job Summary: Answers phones, identifies purpose of the call, handles call appropriately, manages daily mail, and updates work logs for case administrators.

Duties and Responsibilities:

- Answers telephone and provides information/assistance or routes caller to appropriate staff member
- Takes phone or visitor messages and delivers to appropriate individual
- Greets visitors to the office and directs to appropriate individual
- Opens, date stamps, creates work log updates, and distributes mail
- Handles necessary policy owner service transactions
- Composes and types routine correspondence and memoranda using word processing software and appropriate office technology
- Compiles and types work logs using spreadsheet software
- Assists Case Administrators with monitoring office supplies
- Operates a facsimile machine
- Makes copies, collates and staples materials as requested
- Establishes and maintains a process for broker/agent licensing; retrieves necessary licensing paperwork as requested
- Performs other related duties as required

Knowledge, Skills and Abilities

- Knowledge of modern office procedures and methods including telephone communications and office systems
- Knowledge of modern business communication, including style and format of letters, memorandum and reports
- Skill to use personal computer and various software packages
- Skills to keyboard 35 words per minute
- Skills necessary to achieve exemplary level of customer service
- Ability to establish priorities, work independently and proceed with objectives without supervision
- Ability to handle and resolve problems

Credentials and Experience

- High School Diploma
- Two years related experience

Special Requirements

- Willing to work overtime when necessary