



**FOX
RELIABLE
INSURANCE
AGENCY**

Customer Service Representative – Entry Level

Fox Reliable Insurance Agency
4930 E Main St, Mesa, AZ 85205
\$33,280 - \$37,440 a year - Full-time

Supplemental Pay:

Bonus pay

Qualifications

US work authorization (Required)
High school or equivalent (Required)

Benefits

Paid time off
Life insurance
Supplemental Health Benefit

Full Job Description

As a part of the Fox Reliable Insurance team, a Customer Service Representative must have the ability to multi-task by managing phone calls while efficiently navigating between multiple systems. You as the customer advocate must be able to listen carefully, analyze problems quickly, and provide solutions. Great communication skills are a must as this position will be a lot of customer interaction. Provide timely, accurate customer service by answering inbound phone calls, researching inquiries, and responding to coverage, billing, and policy related questions to meet customer needs. Commitment to company values and willingness to be a team player is a must. Work environment is strictly accountable, workflows and performance measures are closely monitored, fast paced customer service environment with high volume of calls with a great potential for growth.

Responsibilities:

- Manage multiple tasks, responsibilities, and multiple insurance software's to perform job duties.
- Exhibit knowledge of agency procedures, processes, tools, and systems
- Take detailed notes, and documentation of all transactions
- Receive and respond to all customer inquiries and complaints.
- Maintain strong knowledge of all agency products, pricing, and policy features.
- Request missing or required information from customers to service their policies.
- Provide quotes, and pricing to new and existing customers.
- Complete the purchase process for each individual customer.
- Answer the telephone in a prompt, professional, and courteous manner.



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Job Requirements:

- Time management skills.
- Strong team participation, and communication skills.
- Attention to detail, written & oral communication.
- Preferred: Familiarity with EzLynx Management & Rating System, Turborator, or other similar systems.
- Preferred: Knowledge of Microsoft Office Products included but not limited to Outlook, Word, & Excel.
- Customer centric approach to problem solving.

Education:

- Minimum Requirement: Highschool Diploma or GED
- Preferred Requirement: Property & Casualty Insurance License

COVID-19 considerations:

All surfaces are sanitized regularly.