

PROPERTY & CASUALTY INSURANCE CUSTOMER SERVICE REPRESENTATIVE

We're hiring for a Property & Casualty Insurance Customer Service Representative to support our clients with auto, home, and other insurance needs. This position offers a mix of in-office collaboration and remote flexibility after training. Prior insurance experience preferred, but not required. We value strong customer service skills, attention to detail, and a willingness to learn.

Responsibilities

- Assist clients with auto, home, commercial and farm P&C insurance questions
- Make policy changes, process renewals, and handle cancellations
- Explain coverage, billing, and policy documents in a clear, friendly way
- Issue ID cards, certificates of insurance, and other policy requests
- Work with insurance carriers to resolve client needs
- Keep client information accurate and up to date
- Spot opportunities to help clients with additional coverage and refer them to licensed producers
- Deliver excellent customer service by phone and email
- Assist the Licensed Agent/Producer in operating and growing their business.

Qualifications

- Customer service, administrative, retail, hospitality, banking, mortgage, or call-center experience
- Strong communication and organization skills
- Comfort using computers and learning new systems
- Ability to manage multiple tasks and stay detail-focused
- Active Property & Casualty license or able to obtain within 60 days.

Compensation

- Compensation ranges from \$45,000 to \$75,000, based on experience and performance

What We Offer

- Health, dental, vision, life, and LTD insurance
- 401(k) with employer match
- Bonus based on performance
- Flexible Schedule
- Paid time off and holidays
- Supportive, collaborative work environment
- Opportunities for growth, training, and leadership in shaping agency operations