



Job Summary

Customer Service representatives are team players that take exceptional pride in the company they represent, the products they sell and in providing excellent customer service. They assist the agent in performing sales and clerical function necessary to write and service our existing customers as well as striving to increase business.

Responsibilities

- Responsible for prospecting new business in multi-line insurance, quoting and binding policies, handling customer inquiries, documenting requests and completing changes, accepting and processing premiums.
- Service to customers includes strong communication skills on multiple platforms, conflict resolutions skills, ability to quickly learn new computer programs and processes. Proficient at adapting to a constantly changing, extremely fast-paced environment.
- Provide support to the agent and service center staff as needed.
- Make decisions to determine applicant insurability and placement using competent skills in binding and processing applications.
- Ensure effective operation of the service center including but not limited to: reports, documentation, and mail distribution.

Qualifications

- A high school diploma or equivalent required
- Ability to attain Insurance Producer license within 60 days of hire (We will help with this)
- Proficient in Microsoft Office programs and have an aptitude for learning new programs and procedures.
- Team player with a positive, professional attitude

Benefits/Perks

- Competitive compensation
- Annual incentive reward trip for top performers to beautiful destinations in the southeast
- Continuous training and support throughout your career with Alfa
- Opportunities for advancement
- Discounts on your auto insurance (underwriting approval required) and much more!!!
- Paid Birthday off
- Paid Vacation Time and Holiday Pay

Company Overview

Working for Angela Young Agency Alfa Insurance® is more than just servicing customers and selling insurance. It's making a difference in the lives of your policyholders and the community. It's creating lifelong relationships. It's about being there when it matters most and protecting those things that are most important. It's becoming part of a well-respected company that is based on faith, family, community and integrity.

Please email resume to ayoung2@alfains.com

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