



Gary E. Krouse Insurance Services Inc. is a family owned and operated independent insurance agency since 1997. We are looking for a full-time customer service representative (CSR).

Job Description:

If you have an outgoing personality and are genuinely excited to help clients via phone and email, this may be your job. In this position, you will field a medium to high volume of phone calls and emails from our clients and insurance companies. You will provide outstanding customer service by performing a number of tasks including, but not limited to routine customer service, processing client change requests, problem solving, discussing premium changes, maintaining knowledge of our products, while leaving every client glad we represent them.

Requirements:

- Proven support experience as a customer service representative
- Strong phone skills such as active listening to achieve desired outcomes with clients
- Fast keyboarding to handle a medium to high volume of emails and strong Internet knowledge as you will be navigating multiple websites simultaneously
- Extreme multi-tasking skills with exceptional organization ability to finalize/follow up to finalize transactions
- High school diploma
- Property & casualty insurance license preferred. If you are not licensed, you must be willing to earn your insurance license within 2 months of your hire date. Your hourly rate will increase when licensed, as your responsibilities will change

Pay:

- \$15 to \$23 hour to start
- Additional compensation available on a commission basis

Benefits:

- Paid vacation, sick time, and holidays

Please email your resume to: jason@krouseins.com.

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