



Tel 951-653-2619 Fax 951-653-1459
CA Lic # 0172667

Customer Service Representative:

We are looking for a customer service representative to connect with our insurance customers. In this role, you will be responsible for answering customer questions and providing potential customers with detailed information about our products. You may also be required to review a customer's policy and direct calls to sales agents when a policy needs to be initiated or upgraded.

To ensure success as an insurance customer service representative, you should have a friendly and professional demeanor, good communication skills, and the ability to stay calm under pressure. Ultimately, a top-class insurance customer sales representative is friendly and efficient when providing policy information or answering customer questions.

Benefits:

- Competitive hourly rate
- 7 paid vacation days
- 1 week PTO (2 weeks-2-5 years)
- 401K
- Hours M-F 9AM-5PM

Insurance Customer Service Representative Responsibilities:

- Learning and understanding company insurance products.
- Answering calls and responding to customer questions.
- Accessing customer accounts and policy schedules.
- Providing customers with detailed information about policies and products.
- Forwarding customers to sales agents when a policy needs to be initiated or upgraded.
- Managing the customer database.

Insurance Customer Service Representative Requirements:

- High school diploma or GED.
- Friendly and professional demeanor.
- Excellent communication and interpersonal skills.
- Basic computer skills and knowledge of database software.
- Proficient keyboarding/typing skills.
- Open to becoming a licensed agent.
- Previous experience working as a customer service representative is a plus.
- Potential career opportunity in the insurance industry
- Bilingual (English/Spanish) a plus.
- Starting hourly is \$20 per hour (commiserate with experience) plus the opportunity to earn bonuses.

About the Company:

- Are You Covered Inc., a full service insurance agency & brokerage, is 24 years old and located at 14420 Elsworth Street #111 in Moreno Valley.
- We believe in people. We are passionate about educating our customers regarding their insurance choices to help them make the right choice. We work for our customers not the companies.
- Hours of operation are M-F 9-5.