

WANTED!!!! The Absolute BEST Director of Welcome

Responsibilities:

- Provide excellent customer service when answering phones
 - o Answer the phone a smile
 - o Take care of service issues
 - o Handle billing inquiries or problems
- Processing
 - o Process cancellations and reinstatements
 - o Collect payments and issue receipts
 - o Process endorsements
 - o Maintain and update customer files in database
 - o File claims with carriers
- Scan customer correspondence and attach to customer file in database
- Document all conversations in company data base
- Organize and send out mail correspondence for new clients - Welcome Kit
- Attend weekly team meetings
- Treat clients as our family members and the way you would want to be treated
- Be flexible and help out team members with other responsibilities when needed

Candidate MUST BE:

- Highly motivated
- Enthusiastic
- Technologically oriented
- Computer literate
- Well-organized
- Ability to adapt well in a fast paced environment
- Interested in being part of a TEAM

This is a part time position, hours 9:00 – 2:00 pm *

Location: Raleigh, NC

If interested in joining our awesome team, please call 1-800-417-5321