

Personal Lines CSR

A well-established Insurance Agency is seeking a highly motivated, detail-oriented Personal Lines CSR in our Wilmington, NC location.

Requirements:

- North Carolina Property & Casualty Insurance License
- Customer Service/Sales Experience
- Proficiency to multi-task, follow-thru and follow-up.
- Self-motivated, detail oriented with a strong desire to learn and grow
- Must adhere to schedules while maintaining an acceptable level of service, customer satisfaction and quality
- Must pass a background check

Preferred Qualities:

- Knowledge of AMS360/Verafore System a plus.
- Positive and dynamic team player
- Embrace change and be flexible
- Ability to tactfully handle stressful and difficult situations

Responsibilities:

- Take ownership of any inquiry, issue, problem, or error that could potentially impact the policyholder or Independent Agent and determines appropriate course of action
- Answers inbound calls and fields questions pertinent to an existing insurance policy and determine appropriate course of action
- Foster strong relationships with our customers to maintain a high level of client retention

We Offer:

- Pay based on experience
- Full Time Schedule
- Medical Insurance
- Company sponsored Simple IRA plan with matching company contribution
- Paid Time Off
- Paid Holidays
- Positive Work Environment
- On-going training and education is encouraged and provided

If interested, please email your resume and cover letter to jmurphy@stephenowensagency.com.