



# Example of Insurance Customer Service Representative Job Description

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Our company is looking for an insurance customer service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for insurance customer service representative

- Provide extraordinary service through phone interactions with customers, focusing on resolving their requests
- Investigates locations of return premiums to expedite the process
- Process and route incoming calls
- Work in ACD call center environment
- Process Check-By-Phone using computer system
- Obtain information from customers regarding claims and accidents on some lines (Commercial Auto, Workers' Compensation, Liability, Property, Integrated Disability Management, Short-Term Disability, ) through a primary intake method (telephone reports, fax and other sources)
- Provide direct guidance and assistance to customers regarding processing procedures and explain how their inquiries will be answered if additional information is requested
- Monitor customer inquiries and/or problems, and alert management to potential problems
- Refer bodily injury and serious property damage cases to appropriate unit person
- Transmit reports and messages to branch offices and to state agency as required

## Qualifications for insurance customer service representative

- Associate's degree or equivalent plus at least 1 year of related commercial insurance experience
- Basic knowledge of commercial policies preferred
- Ability to clearly and professional communicate and express information both orally and in writing
- Personal computer skills are required for this role