

# NCM Insurance Agency: Customer Service Representative

**INCUMBENT:** Vacant  
**REPORTS TO:** NCM Insurance Agency Executive Director  
**LOCATION:** Bowling Green, KY  
**STATUS:** Full-time, Non-Exempt  
**DATE:** Open Until Filled



**TO APPLY:** Please submit a cover letter, resume, and three professional references to [HR@corvettemuseum.org](mailto:HR@corvettemuseum.org).

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## DESCRIPTION

The NCM Insurance Agency Customer Service Representative (NCMI CSR) is responsible for answering customer inquiries, processing renewal payments, and providing potential customer with detailed information about the insurance agency's products and services. This position is also responsible for reviewing customer policies from time to time and directing calls to insurance sales agents when policies need to be initiated or upgraded.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer incoming call center questions about insurance policies and insurance coverage issues, as well as consumer complaints and general inquiries.
- Assist insurance sales agents with post policy document retention for compliance.
- Field/sift phone calls requesting ID Cards or taking renewal payments.
- Contact current customers pertaining to renewals to ensure that their policy does not lapse.
- Keep track of all customer inquiries and follow up to verify that all questions are answered regarding customer policies.
- Stay up to date on new marketing efforts to answer insurance product inquiries utilizing all the resources available.

## EDUCATION/EXPERIENCE

- High school diploma or GED required.
- Knowledge of insurance products and policy schedules preferred.

## QUALIFICATIONS

- Be a well-organized and self-directed individual who is a team player.
- Possess a high level of social intelligence, vibrant personality, and professional presence.
- Must be able to provide prompt and courteous customer service in person and over the phone.
- Ability to stay organized and multi-task in a professional and efficient manner.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.

## ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to sit and/or stand for long periods of time.
- Ability to lift and carry up to 10 lbs.
- Ability to operate computer and other equipment in the office.
- Must have sufficient mobility to move around the office and the community.