

NCM Insurance Agency: CSR/Digital Support Specialist

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



DESCRIPTION

The NCM Insurance Agency Digital Support Specialist is responsible for answering customer inquiries, facilitating policy changes, readying quotes to assist agents, advising customers on on-line self-service options, and providing potential customers 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 emails to insurance sales agents when policies need to be initiated or upgraded.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer inbound 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/answer customer inquiries requesting ID Cards or taking renewal payments.
- Contact current customers relating 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.
- Make recommendations as to what is needed and to seek approval from management.

EDUCATION/EXPERIENCE

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

QUALIFICATIONS

- Ability to prioritize, good communication and interpersonal skills, maintain composure in all situations, possess professional demeanor, able to adjust to change, ability to problem solve and work independently and ability to work under stressful conditions, ability to remain focused and attention to detail.
- 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 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.
- Strong understanding of Microsoft Suite products, teams, word, excel, outlook, etc.

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.