

Customer Service

The ideal candidate has awesome customer service skills; positive attitude; enjoys talking to customers and proactively solving issues. Good organizational skills, excellent communication skills. You are a team player with a willingness to learn and grow with the agency.

Responsibilities

- Communicate with customers via phone, email
- Setting up new accounts, scanning customer information into agency management system
- Basic certificate processing
- Willingness to learn to assist personal lines clients with changes
- Preparing new Personal lines quotes (Home, Auto and Umbrella)
- Data entry in various platforms
- Other duties as assigned to support insurance agent.

Qualifications

- At least 1 - 3 years' of relevant work experience
- Excellent phone etiquette and excellent verbal, written, and interpersonal skills
- Ability to multi-task, organize, and prioritize work
- Property and Casualty license preferred but not necessary. Would want the person hired to obtain their Property and Casualty license within the 1st year.

Additional Information

- Full time position – 9:00 to 5:00
- 1 hour for lunch (paid)
- No health insurance
- 1 week paid vacation 1st year
- 2 weeks 2nd year
- Paid holidays
- Very casual but professional home office
- Located in Herndon, VA

To apply, please send your resume to <mailto:martha@mbiagency.biz>