**Job Description for Customer Care Professional**

**Wanted: Chief Service Officer**

Do you enjoy helping people you know and providing a high level of service that make your customer smile? Exceeding customer’s expectations is a major requirement for the Chief Service Officer and you can turn delighting customers into a full-time career. Check out the specific job requirements for the Customer Care Professional!

As a Chief Service Officer (aka Customer Care Professional) you are responsible for assisting in the growth of an Agency by making and keep customer delighted with the service you offer. The Agency Principal will count on you to build strong relationships within the community and help people live a better life. A good life protected by the insurance services provided by the company. Assisting customers with protecting their homes, cars, lives and retirement income.

If you are interested in educating others on the value of protecting their assets, then you should explore the Customer Care Professional position.

**Essential Functions**

* Building personal relationships with customers and anticipating the customer’s insurance needs
* Coordinating with Agent, Associate Agents and Customers to ensure attainment of service goals
* Taking care of customer requests, policy changes, billing inquiries and payments
* Performing annual customer protection reviews and updating coverages
* Assisting with claim processing and resolution
* Identifying sales opportunities for existing households and transferring “warm leads” to Associate Agents and Sales Professionals
* Being a team player to help grow and retain revenue for the Agency

**Job Requirements**

* Excellent verbal and written communication and interpersonal skills
* Confident self-starter who works well independently
* Caring, compassionate, and driven to fulfill customers’ needs
* Strong organizational skills, attention to details, and ability to multi-task
* Action-oriented problem solver, resilient through challenges and able to provide solutions
* Friendly, energetic, and enthusiastic
* Use of computer skills – Word, PowerPoint and Excel preferred
* Must be willing to obtain insurance license in the future (currently possessing a license is a plus)
* Bilingual skills are a plus