

## Customer Service Representative

Well established successful Fort Wayne independent insurance agency is seeking an experienced full time customer service representative to join our team. If you're an energetic upbeat professional who likes to build positive and friendly relationships with customers and provide remarkable customer service then this is the opportunity for you.

General job responsibilities include but not limited to servicing customers policies, problem-solving customer issues, retaining agency customers, taking claims, handling customer change requests and concerns, answering and routing calls , processing customers payments, scheduling appointments, quoting and writing of new policies or rewriting policies, and support the sales function of the agency.

Skills and abilities must include insurance knowledge, integrity, good sense of humor, computer and software skills, ability to learn, problem solving, organizational skills, verbal and written communication skills, basic math. Indiana Property & Casualty insurance license required for this position. Competitive salary and benefits commensurate with experience.

If you are motivated to succeed and can see yourself in this role then email your resume to Jessica Berner at [jberner@bernerinsurance.com](mailto:jberner@bernerinsurance.com).