



Centennial State
INSURANCE GROUP
DEPINTO INSURANCE ADVISORS

CENTENNIAL STATE INSURANCE GROUP DePinto Insurance Advisors

Job Description

Are you outgoing and customer-focused? Do you enjoy working with the public? If you answered yes to these questions, working for Centennial State Insurance Group may be the career for you! CSIG is looking for a Customer Advocate to join our team. Are you tolerant, empathetic and can advocate for others? Do you like to problem solve and work for others? If you are a great communicator and like to motivate others you may be a great fit for our team. We believe in your work complimenting your life and having a great life/work balance. Our agency offers support for business development and growth.

Responsibilities:

- Fortify customer relationships and follow up with customers, as needed.
- Provide prompt, accurate, and friendly customer service. Service can include responding to inquiries regarding insurance availability, eligibility, coverages, policy changes, transfers, claim submissions, and billing clarification. • Use a customer-focused, needs-based review process to educate customers about insurance options. • Handle incoming calls • Identify and evaluate customers' needs to deliver satisfaction • Build sustainable relationships of trust through open and interactive discussion • Provide accurate, valid and comprehensive information by using the established methods/processes • Reach personal/customer service team sales targets and call handling quotas • Manage complaints, provide proper solutions and options within the time limits; follow up to secure resolution • Keep records of customer interactions, process customer accounts, and file documents • Follow communication procedures, guidelines, and policies • Go the extra mile to engage customers • Upsell, Cross-Sell, and endorse existing client accounts
What Are We Looking For? • Friendly, accommodating, service-oriented professionals • High-Level of verbal and written communication skills • Detail oriented and organized • Productive and efficient with a high-level ability to multi-task • Tech savvy and computer literate; all of our systems are web-based and involve a computer • Honest, ethical, and discreet, Protecting or clients information is of the utmost importance • Team Players.
- We are looking for professionals that will enhance our agency's culture. Our number one priority is to maintain a healthy and supportive work place. • Very socially-focused; a "how can I help you?" attitude.

If you are dependable, detail oriented, trustworthy a great communicator both verbal and written and take initiative and a proactive this could be your career!

We do require that you obtain your Property and Casualty license with 3 months of hire. There will be a 3 month probationary period. Benefits are available the first day of the month after 60 days of employment.

Job Type: Full-time

Please email resumes to jen@strong-haven.com for career consideration