
VISION OF THE ROLE:

Customer Service Agents are integral team members at Newman, Ralph, and Browning Insurance Agency (NRB) where we deliver high-quality insurance products and services as trusted advisors. Customer Service Agents work and train with senior team members to learn the business of personal insurance through hands on experience. Customer Service Agents work closely with their team, sales producers, and clients throughout the year by gathering personal insurance information, preparing quotes, negotiating premiums and coverages, and proactively communicating with clients while handling day-to-day service requests to ensure a great client experience. Customer Service Agents move their career forward by following a path of continuing education, taking on increased responsibilities, and being an important contributor to the team.

EXPECTED OUTCOMES:

- High Client Satisfaction and retention
- Rapid response to client service requests
- Seamless support of the Personal Lines team
- Mastery and full usage of Applied Epic
- P&C renewals completed 15-30 days in advance of expiration dates
- Inspire trust in the NRB team by resolving client concerns courteously and proactively

MAJOR ACTIONS OR INITIATIVES:

- Complete strategic projects on behalf of clients, the team, and the agency as a whole
- Organize and handle significant and sensitive client data in accordance with agency standards
- Act as a liaison between insurance carriers and clients
- Network with insurance carriers to build relationships and to support business development

ROUTINES:

- Handle day to day service requests within their respective team
- Assist senior team members in handling insurance renewals
- Prepare client documents with high attention to detail and professionalism

DESIRED QUALIFICATIONS:

- 2+ years' working with personal lines insurance clients
- Arkansas Property & Casualty Insurance Producer License
- College degree in business, finance, economics or equivalent preferred but not required
- Willingness to pursue a program for professional development