

# JOB POSTING

July, 2022

## Customer Service Representative I – NE11

### Position Description:

1. Process policy transactions by reviewing Farm and Commercial new business, changes and renewals based upon written underwriting guidelines and accurately complete service requests including entering of information into the appropriate computer system in a timely manner. Work with internal/external underwriting staff to resolve coverage questions.
2. Answer Inquiries from Agents, Agent Assistants and Customers and 3rd parties by receiving questions regarding policy or billing via telephone, workflow software, FAX, electronic mail, Internet or written requests and respond accurately, promptly and in a professional manner.
3. Maintain an acceptable productivity and quality level by working with Team Leader to understand processes and procedures and effective use of the systems to reach and maintain productivity and quality levels according to departmental standards.
4. Contributes to team effort by accomplishing related tasks as needed.
5. Complete other duties as assigned.

### Qualifications:

1. Two years of office experience, preferably in property and casualty insurance.
2. Type accurately at 55 WPM.
3. Proficient PC skills.
4. Effective written and verbal communication skills.
5. Excellent telephone skills.
6. Ability to keep information confidential.
7. Ability to multi-task on a PC while conducting telephone conversations.
8. Team player.
9. Completion of corporate Telephone Training techniques.
10. Completion of corporate Product Knowledge courses.
11. Understanding of general accounting principles.
12. Experience working with the GIMS policy and billing administration system.
13. Understanding of the insurance business and products of Rural Mutual Insurance Company.
14. Proven customer service experience.
15. Problem solving skills.
16. Participation in industry related programs such as IIA etc. preferred.
17. Bilingual abilities (Spanish, Hmong, etc.) a plus.

### How to Apply:

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