

Job Posting for Local Insurance Office

Customer Service Representative

McCoy Insurance Agency, Inc. is looking to hire a part time customer service representative for our local independent insurance agency. The position is available for either the Wooster location or the Doylestown location. The ability to be flexible between locations is desirable, but not required. . Our office hours are 9am to 4pm Monday through Friday. *Wooster Office: 5062 Friendsville Road Wooster OH 44691, Doylestown Office: location 64 East Marion Street Doylestown OH 44230.*

All interested candidates should send their resume to sboreman@mccoyinsuranceagency.com.

- **Responsibilities**

- Provide exemplary customer service on every transaction
- Answer, monitor, and reply to voicemails, phone calls, and emails in a timely fashion
- Apply payments to accounts accurately
- Answer billing and general insurance policy questions
- Input data into our agency management system (IMS4)
- Record interactions with clients and communicate insured's needs with the team
- Organize and update office files both electronic and paper
- Fill out agency quoting sheets and present them to the agents on the team
- Maintain confidentiality in the workplace

- **Qualifications**

- High School diploma
- Superior organizational skills
- Able to multi-task effectively
- Ability to work in a team environment
- Excellent verbal and written communication skills
- Dependable
- Ability to problem solve
- Familiarity with insurance products (Insurance license is not required)
- Comfortable with multiple computer programs
- Basic computer skills and knowledge
- Working knowledge of local territory