



Hiring Account Manager

January 20, 2024

Location: Independence

Job description

We are looking for a customer-oriented service representative. A customer service representative, or CSR, will act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. The best CSRs are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary. Customer feedback is priceless, and these CSRs can gather that for you. Problem-solving comes naturally to customer care specialists. They are confident at troubleshooting and investigate if they don't have enough information to resolve customer complaints. The target is to ensure excellent service standards, respond efficiently to customer inquiries, and maintain high customer satisfaction.

Responsibilities

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts, and file documents
- Follow communication procedures, guidelines, and policies
- Go the extra mile to ensure customer satisfaction and retention

Skills

- Proven customer support experience or experience as a client service representative
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices

- Customer orientation and ability to adapt/respond to different needs
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- Must have ability to pass Iowa insurance licenses

Education

- Preferred: Two years college or equivalent work experience. Required: High School Diploma.

This description is a general statement of required major duties and responsibilities performed on a regular and continuous basis. It does not exclude other duties as assigned. This position could include a very wide variety of tasks and functions. Base pay will range from \$17 to \$22 an hour (depending on experience).

Benefits include: Simple IRA with company match, Paid Time Off, Flextime, Paid Holidays, and Annual Bonus based on performance.

Smith D&L Insurance, LLC dba Smith D&L Insurance and Oelwein Insurance, LLC dba Vogel Insurance Agency is an equal opportunity employer.

If you're interested in joining our agency, please email your resume and list of references to: rusty@insiowa.com. We look forward to hearing from you.