This opening is for a Claim Rep I role in our Auto Physical Damage Team in Bakersfield, CA.

Our Claims Service Representative is the first point of contact for CIG customers after they experience a loss. Our service must be best in class as this is when they need us most. The position is for career focused individuals looking to start their career in insurance. If you are motivated, solution-oriented and have a passion for providing great customer service, come start your career with us! We are looking for best in class service professionals and will provide the training needed. Our Claims team has a very important role in our organization, therefore, we believe it is important to provide our representatives with the best benefits and coaching support to ensure a successful and rewarding career.

* Structured training is provided.

RESPONSIBILITIES:

•Delivers efficient customer service quality throughout the claim life cycle by promptly and courteously responding to all inbound inquiries regarding insurance claims.

•Capture new claims and service existing claims through effective collaboration with internal and external partners.

•Setting expectations with customers on when updates on their claim status will be provided.

•Demonstrates understanding of policies and provides guidance and assistance to callers based on their needs; and may make limited recommendations on enhancements as needed.

•Processes caller transactions accurately and within established Contact Center time standards.

•Manages and utilizes time effectively to ensure the required service levels for call capture and service handle time as well as quality and customer satisfaction standards are met.

•Efficiently utilizes on-line reference materials to provide accurate and timely information and counsel to customers.

•Effectively operates systems and applications including computer desktop, Microsoft Outlook, call center specific phone systems and the internet.

•Develops and continuously builds product, procedural and technical systems knowledge.

•Completes licensing and continuing education requirements as required.

•Proven time management and organizational skills.

MINIMUM REQUIREMENTS:

•High School degree or equivalent training or experience in a business-related field, or a minimum of 1-year work experience in a customer service role. Bachelor’s degree preferred.

•Ability to review record and organize written data from a variety of sources.

•Excellent oral, written and interpersonal communication skills, and the capacity to multi-task in a structured work environment, are required.

•Ability to handle confidential and proprietary information is critical. Proficiency with computers is mandatory.

•Strong work ethic including attendance, punctuality, and productivity.