



First Professionals Insurance Company, Inc.

JOB DESCRIPTION

Position Title: Customer Service Representative

Department: Policyholder Services

Reports to: Director of Policyholder Services

General Summary:

Perform the company's processes related to the maintaining and servicing of current medical professional liability insureds.

Essential Duties & Responsibilities:

- Process requests for endorsement or policy changes from agents or insureds in a timely and accurate manner
- Provide preliminary premium quotations as a result of telephone or fax requests from agents/current insureds as regards endorsements
- Respond to and effectively handle questions or complaints from agents, insureds or others in a timely and accurate manner
- Issue policy and memorandum of insurance once quote is accepted
- Process non-renewal of current insureds
- Prepare, mail and process renewal applications
- Prepare and mail renewal packages
- Process cancellations (at insured's request or for non-payment)
- Prepare and release tail quotes in accordance with company underwriting guidelines
- Complete company's customer service training program
- Obtain CSR 4-40 license within the first year of employment
- Monitor and re-order supplies for Policy Issuance / Renewal as needed
- Collaborate with and support other members of the underwriting team
- Maintain working relationships with brokers and agents
- Other duties as assigned by supervisor

Education & Qualifications:

- High school diploma, some college preferred but not required
 - Minimum 2 years customer service experience. Commercial insurance experience preferred, but not required
 - Strong computer skills such as: Word, Excel, various internal rating / issuance systems
 - Ability to work in a fast-paced environment
 - Strong organizational and multi-task skills
 - Ability to work well in a team environment
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