

# ***Customer Service Representative - Personal Lines***

## **Role and Responsibilities:**

**Garriques, Lloyd, McMahon Insurance** is currently seeking a full-time **Personal Lines Customer Service Representative** position. Responsible for helping service the personal lines insurance book of business. Must be a motivated professional individual with strong interpersonal skills and industry experience to help develop and maintain quality relationships with our clients as well as our insurance carriers. This position also requires proactive service that includes rounding out mono-line accounts through sales. We are an established and growing family-owned independent insurance agency located in Richmond, VA that has serviced the Virginia area for 56 years.

## **Primary Responsibilities Include:**

- Strong customer service focus with a highly professional and timely manner
- Proficient with agency and carrier technologies and knowledge of insurance products
- Excellent computer skills including the ability to document and access information in an electronic system
- Keep record of customer interactions and transactions in our agency management system
- Develop positive working relationships with customers and carriers
- Identify and assess customer risks in providing coverage options to educate customers to help meet their specific insurance needs
- Answer questions related to coverage, billing, and claim inquiries
- Help with cross-sell opportunities with current agency book
- Manage customer relationships and ensure excellent service is provided
- Communicate with customers in a positive friendly manner
- Remarketing, quoting and rating of account renewals
- Handle processing of renewals, cancellations and endorsement requests
- Ability to follow existing processes and procedures as well as verbal instruction
- Ability to handle multiple and changing priorities
- Performs other duties as assigned

## **Additional Responsibilities Include:**

- Answer and transfer incoming phone calls
- Greet and direct agency visitors
- Respond to customers inquiries via phone, email or in-person
- Type and mail client letters
- Keep informed of industry information, new product information, coverages and technology to continuously improve knowledge and stay current
- Meet continuing education requirements and state licensing standards
- Organized and efficient

## **Qualifications and Education Requirements**

- High School Diploma or equivalent required
- 2 years of personal lines service experience
- 1 year of customer service experience
- Current licensure or ability to obtain a Virginia Property and Casualty License
- Experience with Windows and Microsoft Office (Word and Excel)
- Self-motivated with the ability to work well in a team environment or independently

We offer competitive salary, benefits, paid holidays and vacation days. Supportive, team oriented and friendly office atmosphere. Additional opportunities for agency and community involvement through the IIAV Association for fun, local networking events. Interested candidates, please submit your resume via email to Jennifer Garriques at [jennifer@glmins.com](mailto:jennifer@glmins.com). Thank you!