



Receptionist

For over 20 years, Federated National, a Property & Casualty insurance carrier and claims adjusting company has served communities and families by providing quality insurance and claims services, specializing in Homeowners Insurance, High Value Homes, Flood, Condo, General Liability Insurance and more.

Our team of experienced insurance professionals is dedicated to providing exceptional products and services. Our exceptional service model has earned us an “A+” rating with the Better Business Bureau and our strong leadership continues to be the key to our continued success.

If you aspire to be the face of a dynamic organization like Federated National and be a part of an exceptional team of professionals who believe in the highest level of Customer Service, with respect, compassion and genuine concern for our clients at the forefront of all we do. We welcome you to be a part of our team in achieving these goals.

If you wish to apply, please email your current resume to HR-Recruit@FedNat.com . Please take a moment to review the position responsibilities and requirements below for the position of **Receptionist**.

Position Summary:

This position is responsible for answering inquiries and providing information to the general public, customers, visitors and other interested parties pertaining to Federated National Holding Company (FNHC) and its subsidiaries.

Responsibilities:

- Welcome visitors of Insure Link & FedNat by greeting them, in person or on the telephone; answering or referring inquiries to the appropriate employee/department.
- Facilities Assistant – Assist with facilities issues related to Suite 100. Ex. Supplies needing replenishing, equipment not operating properly, etc.
- HR Duties – assisting Insure Link applicants with application process when in the office for interviews. File confidential paperwork to be handed to HR representative when completed.
- Inventory Control – Make sure the breakroom and supply closets are always stocked with necessary components.
- Marketing – prepare brochures and/or postcards for mailing.
- Pull daily notifications to send out to representatives and/or agents.
- Other duties as assigned.

Knowledge/Skills:

- Knowledge of multi-line telephone system;
- Knowledge of basic computer system use for data entry, maneuvering through various basic software programs;
- Ability to provide exceptional service to internal and external customers (friendly/high spirited demeanor);
- Active listening and comprehension skills to determine the needs of the customer;
- Ability to effectively problem solve;
- Ability to provide clear effective instructions to individuals in both written and oral form.

Experience:

- High School Diploma (or GED or High School equivalent);
- 6 month to 1 year minimum experience in same or similar position;
- Use of copy machines, printers and e-mail.

Federated National has reviewed this job description to ensure that primary (essential) and secondary (basic) duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.