



### **CSR Agent**

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.

Please take a moment to review the position responsibilities and requirements below for the position of **CSR Agent**.

#### ***Knowledge:***

- Answer service calls in a timely manner providing accurate information to insured(s).
- Basic accounting principles (A/P – A/R); prepare billing, finance contracts and check payments;
- Develop and help build excellent customer relations;
- Knowledge of auto and homeowners insurance;
- Ability to communicate with new and existing policy holders;
- Provide updated information to clients about agency and carrier products and services afforded to them.
- Keep abreast of all company underwriting changes and promptly inform clients;
- Process and record endorsement activity, renewal, non-renewals, invoicing, special projects, data entry and customer service;

#### ***Skills:***

- Exceptional Interpersonal and Customer Service communication skills; written and oral;
- Initiative and ability to think logically and critically;
- Ability to work independently and with minimal supervision;
- Strong time-management skills and organization skills;
- Strong computer skills with a penchant to adapt easily to learning new software and procedures.

#### ***Education & Experience:***

- 4-40 Insurance license;
- Basic accounting principles a PLUS
- Minimum 2 years Insurance industry experience required;
- Some college preferred.

Federated National is an Equal Employment Opportunity Employer, DFW, offering a comprehensive benefit program including, Medical, Dental, Life Insurance, 401K, Tuition Reimbursement, with a great management team and working environment.