



Agent Care Representative

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 desire to be a part of Federated National, please take a moment to review the position responsibilities and requirements below for the position of **Agent Care Representative** and submit your resume to HR-Recruit@FedNat.com.

Knowledge:

- Assist Agents in resolving technical system issues specific to Microsoft and Internet Explorer
- Confer with agents by telephone, e-mail or other mediums of communication to provide information about services offered
- Modify, update and process existing agent records, interactions and transactions, recording details of inquiries, complaints and comments as well as actions taken
- Organize and work with detailed office records, maintaining files for each agent including licenses, applications, etc.
- Examine documents and materials and monitor work processes in in order to assess completeness, accuracy and conformance to standards and specifications
- Refer unresolved grievances to management for further investigation
- Complete contract forms, prepare change of address and issue service discontinuance orders
- Recommend improvements in products, processes and procedures to prevent future problems and ensure progress
- Compare data with source documents, or re-enter data in verification format to detect errors
- Resolve agent service and billing complaints by research activities
- Contact Agents to respond to inquiries or to request documentation for appointment proof of insured documents, etc.

Skills:

- Exceptional Interpersonal and Customer Service communication skills; written and oral
- Advanced knowledge of all Microsoft Office Tools, specifically Internet Explorer, Excel and Outlook
- Initiative and ability to think logically and critically
- Ability to work independently and with minimal supervision
- Strong time-management and organization skills
- Highly motivated team player and detail oriented
- Strong computer skills with a penchant to adapt easily to learning new software and procedures

Education & Experience:

- Some college preferred
- Property and Casualty insurance experience a plus

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.