

Job Title: Customer Service Representative

Department: Customer Service

FLSA: Non-Exempt

Reports to: Business Operations & Customer Service Manager

General Summary:

The main function of the Customer Service Representative is to answer and handle the Customer Service and Claims phone calls. Within this function, the Customer Service Representative will field service calls from our appointed agents, our customers and mortgage companies regarding our in-force policies and new and existing claims.

Services will also be provided to other departments: Underwriting, Claims and Billing daily.

NLC Insurance Company has adopted a hybrid work model.

Required Core Competencies:

- Communication
- Thinking
- Personal and Social
- Positive Attitude

Essential Duties:

- Answer and handle phone calls from our appointment agents, customers, and mortgage companies.
- Accept and set up new losses in the system from the following sources: phone, fax and email.
- Process and distribute incoming mail for the Claims and Underwriting Department
- Provide back up to team members in their absence.
- Scan and Image all incoming mail
- Process policy change and cancellation requests from our appointed agents
- Prepare and mail out daily claims checks with any associated outgoing correspondence.
- Provide administrative support to the Claims and Underwriting Departments
- Miscellaneous projects assigned by Manager.
- Handle tasks assigned by the Claims and Underwriting Departments
- Work automated activities assigned.

Qualifications:

- Excellent verbal and written communications skills
- Data entry skills
- Multi-tasking skills
- At least 1-3 years' experience in a Customer Service-related field preferable
- Must possess excellent problem-solving skills.
- Ability to work as part of a team in a fast-paced environment.

- Ability to prioritize responsibilities and work efficiently.
- Basic knowledge of Microsoft Office Programs
- Experience in the insurance industry preferable
- Quick learner with the ability to retain information.
- Ability to handle distractions.

Physical Demands:

- Typical office environment with substantial use of a PC and phone system.
- Hybrid work setting, including both remote and in-office work.