



JOB POSTING: Customer Service Representative

Drive Your Career Forward!

Join the NLC Insurance Team!

Are you a positive, personal and social individual with great communication skills? Do you have 1-3 years of experience, looking to accelerate your career Property and Casualty insurance industry? NLC Insurance Companies is searching for a dedicated **Customer Service Representative** to join our dynamic **Customer Service Team** in Norwich, CT.

About NLC Insurance:

For nearly two centuries, NLC Insurance Companies has been a trusted partner for our customers, offering reliable protection and guidance. We are more than an insurance company; we are a dedicated team committed to excellence and compassionate service. At NLC, we cultivate a collaborative environment that champions employee development and provides a clear path for career growth, especially for those starting or advancing in the insurance sector.

Your Role:

As a Customer Service Representative, you will 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 for other departments: Underwriting, Claims and Billing daily.

What You'll Do:

- 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 Departments.
- 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.



What We're Looking For:

- At least 1-3 years' experience in a Customer Service-related field.
- Excellent verbal and written communications skills.
- Data entry skills.
- Multi-tasking skills.
- 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 preferably.
- Quick learner with the ability to retain information.
- Ability to handle distractions.

Why Join NLC Insurance?

- **Career Advancement:** Structured opportunities for growth and development within a stable and reputable company.
- **Expert Mentorship:** Learn from experienced auto claims professionals in a supportive and collaborative setting.
- **Make a Difference:** Provide essential support to individuals involved in auto accidents, helping them navigate the claims process and recover.
- **Team-Oriented Culture:** Be part of a company that values your contributions, fosters teamwork, and encourages continuous improvement.
- **Comprehensive Benefits:** We offer a competitive salary and benefits package including 401(k) with matching, dental, health, life, and vision insurance, flexible spending account, and paid time off.
- **Hybrid Work Model:** Enjoy the flexibility of working both remotely and in our Norwich office.

Ready to Apply?

Please submit your application to: employment@nlcinsurance.com

Application Deadline: Open Until Filled

Location:

Norwich, CT 06360 (Hybrid work, must be able to commute to Norwich, CT)

NLC Insurance is an Equal Opportunity Employer