



**Position Title:** Customer Insurance Representatives (Home Based Workers), Full-Time

**Requisition Number:** 150782

**Location:** Remote within the United States except for California

**Salary:** \$31,200 annual / \$15.00 per hour  
Spanish Bi-Lingual: Includes an additional 10% pay differential

**Position Description:** Think that working in the insurance field can't be exciting, rewarding and challenging? Think again. You'll help us reinvent protection and retirement to improve customers' lives. We'll help you make an impact with our training and mentoring offerings. Here, you'll have the opportunity to expand and apply your skills in ways you never thought possible. And you'll have fun doing it. Join a company of individuals with hopes, plans and passions, all using and developing our talents for good, at work and in life.

**Hours**

**Start Date** April 23rd, 2020

First Phase of Education (Approx 6 weeks):  
10 AM to 6:30 PM EST Monday - Friday

Second Phase of Education (Approx 7 weeks) and Production schedule:  
Sunday & Thursday Off  
Monday - Wednesday & Friday 3 PM - 12:00 AM EST  
Saturday 11:00 AM - 7:30 PM EST

**Position Responsibilities:**

- Support our Customers by delivering an effortless and personalized experience
  - Active listening, showing interest, compassion and displaying empathy for the customer.
  - Proactively identify and act on additional protection opportunities to promote policy growth and improve customer retention, applying effective selling and influencing techniques.
  - Demonstrate accuracy in processing changes to customer policies based on the information provided.
  - Ensure first call resolution and customer satisfaction on all transactions.
  - Answer customer inquiries that require an agent's license on coverages, limits and deductibles and review customer policies, discuss options and update customer policy records.

- Work in a dynamic “virtual’ environment
  - Ensure internet service and connections are in working order at all times
  - Be proficient in multi-tasking on the computer, phone and chat rooms to support customer requests.
  - Be available, present and actively ready to receive calls without distractions

**Position  
Requirements:**

- Established experience in work from home environment experience a plus
- Minimum of 1-2 years of customer service experience, call center experience a plus
- Flexibility with changes to business requirements (ie: shift and weekend work schedules)
- High School diploma or equivalent
- Excellent listening /communication skills (both oral and written)
- Intermediate to Advanced computer skills including keyboard proficiency
  - Strong ability to troubleshoot at home technical issues

**Application  
Mechanism:**

[Customer Insurance Representative Job Announcement](#)