



Policy Service Clerk

Job Summary

The Clerk is responsible for assisting with the accurate and timely processing of miscellaneous duties within the Policy Service Department.

Primary Responsibilities

- Accurately and timely complete the following departmental responsibilities:
 - policy searches as directed by state insurance departments and department leadership
 - distribute department documentation, physically and electronically
 - conduct searches for updated contact information for our policyowners
- Index incoming departmental mail within a document management system includes, but is not limited to attaching imaged documents to correct policies
- Maintain accuracy of customer information within all administration systems
- Complete timely orders and upkeep of department supplies
- Develop skill base to properly apply company processes and use all systems
- Meet documented, department service level agreements, quality goals and quantity goals
- Attend and participate in team and department meetings as needed
- Assist other team members as needed
- Other duties as assigned that affect the Policy Service department

Job Qualifications

- High School Diploma or Equivalent is required, some college a plus
- One year of customer service experience preferred
- Prior insurance industry experience preferred
- Possess clear, concise oral and written communication skills
- Customer driven and ability to adapt and respond to differing personalities
- Ability to effectively prioritize and monitor work to achieve timely results
- Ability to maintain confidentiality and adhere to privacy standards
- Ability to learn systems processes and procedures quickly
- Ability to maintain professionalism at all times
- Ability to multi-task and effectively meet deadlines
- Flexible and adaptable to changes
- Detail oriented
- Strong initiative and solid judgment abilities and skills
- Ability to work successfully in a team environment



Job Qualifications Cont.

- Proficiency in Microsoft Office Programs
- Work successfully in a team environment
- Bilingual skills preferred (Spanish)

[Download an Application](#)