

Mathes Insurance Advisors, Inc.

Customer Service Representative Assistant - Entry Level

Job Description

This position will require daily interaction supporting and servicing personal and commercial insurance policies. Position success requires working with clients and relies on strong internal and external communication, strong computer skills. Attention to detail and follow-up, time management, a positive attitude and ability to deal with customer issues in a friendly and professional manner is required. Individual will also assist the Agency Principal with marketing initiatives to acquire new business. **This is an entry level position and does not require prior insurance experience (although experience would be a plus).**

Job Duties

- 1) Answer client phone calls and respond to emails regarding the service of Agency's personal and commercial book of business.
- 2) Internal support of all licensed agents with filing of claims, mortgagee changes, quote, applications etc.
- 3) Work with the Agency Principal preparing a marketing calendar and implementing the specific marketing tasks.
- 4) Evaluate and identify accounts targeted for re underwriting. Details and specifics will be shared when appropriate.

Job Requirements

- 1) This is an entry level position and a Maryland Property and Casualty and Life and Health Licenses are NOT required. The Agency will assist the candidate in obtaining the required licenses within 180 days of the hire date.
- 2) The ability to multitask and manage time efficiently will be critical.
- 3) A minimum of 2-3 years of prior office experience is preferred, but we will consider other job related or college experience as a substitute.
- 4) An associate or bachelor's degree is desirable, but we will consider candidates with work experience.
- 5) Working knowledge and experience with Microsoft Office (Outlook, Word & Excel) and GoogleDocs is desirable.
- 6) Candidates with experience working with Erie Insurance or currently appointed with Erie Insurance would be highly desirable.

Compensation

Compensation will consist of a salary commensurate with level of experience. Additional bonus and incentive compensation may become available as incentives from the insurance companies we partner with become available.

Additional comments

Mathes Insurance Advisors, Inc. has experienced tremendous growth over the last 24 months due to acquisition and organic growth. This is a unique opportunity for the right individual.

About Mathes Insurance Advisors Inc.

Mathes Insurance Advisor, Inc. is an independent insurance agency founded in 1994 by Agency Principal and owner David Mathes. The Agency currently represents Erie Insurance, Travelers Insurance, Hanover Insurance, Progressive Insurance, Hartford Insurance, Pure Insurance, Foremost and Agency Insurance. Our office is located in Annapolis, Maryland. We currently service over 11,000 policies.