

## **Client Support Representative**

\$30,000 Starting Salary

### **Supporting A Lasting Impact For Those Who Make A Difference**

Caudill Thornquist Group is a growing agency specializing in Nonprofit, Human Services, and Ministry insurance. We assist our clients with making informed decisions about their insurance needs and help create risk management plans to mitigate losses.

Our goal is to bring additional value and simplify the insurance experience of our clients. We do this by building meaningful relationships with current and potential clients, getting to know what their passion is, and discovering how we can help them succeed. We are looking for client support representatives that take the responsibility seriously and who will serve as the agency's voice to our clients and the community.

For this job, you will be working at our office in Grand Blanc, and will be working closely with our agents to serve our clients with service that exemplifies our core values.

Starting Base Salary: \$30,000 - Health insurance available after 60 days

### **Responsibilities**

- Embrace and own company culture and core values
- Professionally and enthusiastically respond to client requests and inquiries via phone, email, and other means of communication
- Accurately and thoroughly gather the necessary information to complete endorsements, quotes, and file claims
- Ability to communicate policy coverages in a way that assists clients in making informed decisions
- Participate in continuing education programs provided by the agency for personal and professional growth
- Work with Client Relations Director to establish and meet goals and client expectations
- Anticipate client needs and expectations to provide a positive client experience

### **Qualifications**

- Client-Centric
- Genuinely curious about client needs
- Solutions oriented
- Ability to adapt and overcome
- Must enjoy interacting with all people
- 3+ years' experience in client service (insurance specific not required)
- Effective communicator in writing and interpersonal communication; in-person, phone, and email
- Proficient in general technology
- Desire to learn
- Minimum education - Associates Degree

### **Application Process**

Please submit resumes to [contact@caudillagency.com](mailto:contact@caudillagency.com); a response will be returned within 24hrs.