



Customer Service Representative Job Description

OVERVIEW:

Arrowhead Automotive Aftermarket is looking for high performing customer service professionals to join our team. As a Customer Service Representative, you will be able to utilize your skills to provide excellent service to our customers and sales producers by responding to phone calls or e-mails requesting service items or changes to their policies.

Arrowhead Automotive Aftermarket, operating as a division of the Brown & Brown Insurance Company, is a narrowly focused market leader in providing insurance products and services to Automotive Repair, Automotive Service, and Dealership owners and their employees.

If you want to be part of a solid organization that is energetic and growing, contact us today.

WHY ARROWHEAD AUTOMOTIVE AFTERMARKET:

We offer a benefits and compensation package that meets today's most important needs and includes:

- A challenging and stimulating career that provides growth and development.
- Group medical, dental, vision, HSA, life, and disability benefits.
- Paid time off and a 401(k) retirement plan as well as an Employee Stock Purchase Plan that allows our employees to purchase Brown & Brown stock at a discounted rate.

JOB DUTIES:

- Processes customers' requests to add or remove coverage from their existing policies.
- Issues proof of insurance documents such as certificates of insurance and vehicle identification cards.
- Responds to customers' questions in a timely and professional manner.
- Collaborates with the company's sales producers to help resolve customer issues.
- Complies with established processes and procedures.
- Other duties as assigned.

REQUIREMENTS:

- High school diploma or equivalent; Associate's degree preferred.
- One to two years customer service experience required.
- One to two years insurance agency experience preferred.
- Excellent communication and interpersonal skills.
- Willingness to learn multiple computer applications.
- Takes initiative to work independently and within a team environment.
- Ability to prioritize and manage multiple tasks.
- Demonstrates attention to detail and organizational skills.
- Must be comfortable working in a high volume, production environment.

We are an Equal Opportunity Employer. We take pride in the diversity of our team and seek diversity in our applicants.