



Insurance Customer Service Representative – Meridian, ID

Mustard Seed Financial & Insurance is a thriving independent insurance agency headquartered in one of the best places to live in the United States, Meridian, Idaho. We professionally represent dozens of premier insurance carriers recognized for great value, service and client satisfaction in the U.S. At Mustard Seed, we work for our clients and are not beholden to any one insurance company. Everyone knows that individuals and businesses are unique, and so are their insurance needs. We work hard to bring each client the policy and coverage they need for their specific risk profile. You could say we are a one-stop shop offering auto, home, life, health, commercial and bonds. At Mustard Seed, our clients don't fit into a single box, rather, we design policies that give them the ultimate coverage at the best price and provide personalized, professional service that keeps them coming back to us for years.

We are looking for A+ talent to join our team. We are growing and want to hire more professionals that value integrity, team spirit, winning and a great work-life balance.

Position Summary

The Insurance Customer Service Representative is a customer facing role responsible for assisting Mustard Seed clients and staff.

Candidate responsibilities will include:

- Answer phone calls from agents or customers and address questions
- Accurately maintain all customer information in the computer management system, AMS360
- Communicating with customers and Mustard Seed personnel on the phone or in person during office visits and responding to all written correspondence
- Process changes, cancellations, reinstatements, and renewals
- Issuing the proper insurance verification documents to the insured (auto id, certificates, etc.)
- Assist with the collection of premiums and reconciliation of accounts as needed
- Obtain a proficient understanding of Underwriting Guidelines
- Provide company product, coverage, and rate information to clients and other Mustard Seed personnel as needed
- Providing a great personal touch to maximize client retention
- Other duties as assigned by management

What we expect

Personal Characteristics

At Mustard Seed, we really care about our culture and how our clients feel about doing business with us. We are a growing, profitable company, but will not sacrifice our reputation or compromise our clients' satisfaction.

Candidate should demonstrate competence in the following:

- Attention to Detail: Focus on details to ensure happy clients and fruitful results
- Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of Mustard Seed
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques



- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance the success and culture at Mustard Seed
- Lead: Positively influence others to achieve results that are in the best interest of the organization
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of Mustard Seed
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- Plan: Determine strategies to move Mustard Seed forward, set goals, create and implement actions plans, and evaluate the process and results
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem
- Be Professional: be on time, do what you say you will, think of others, dress appropriately

Professional Requirements

- Willingness to work on many everchanging tasks
- 1+ years customer service experience, Insurance customer service experience a plus
- Appropriate state insurance license(s) by your start date
- Knowledge of software applications: MS Outlook, MS Excel, MS Word, MS PowerPoint and AMS360 preferred
- Excellent communication skills (verbal and written)
- Excellent typing, data entry, computer skills
- Evidence of achieving goals in past endeavors
- Prior insurance related experience
- Four-year college degree a plus

What you should expect

Benefits

- Competitive salary
- Paid vacation and multiple company holidays observed throughout the year
- Health, Life, Dental, Long-term and Short-term disability insurance benefits
- Company sponsored Individual Retirement Plan after 1-year vesting period
- Well located and professional office

How to Apply: Email your resume and cover letter to careers@mseedfinancial.com