

# Agency Sales Support/Customer Service Representative

## **Company Overview**

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At American Family Insurance, we understand there is more to insurance than the policy and that people matter most. That's why our strong network of nearly 4,000 independent contractor agents and more than 8,200 employees works so hard to understand the needs of our diverse customers.

Our service commitment means working with our customers and offering responsive and knowledgeable service beyond the sale. It means providing fast and fair claims handling. Ultimately, it means helping to ensure our customers' peace of mind through financial protection and personal attention.

## **Job Description**

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Our Agency Support personnel maintain customer records and assist policyholders and prospects with questions and concerns. In the process of providing outstanding customer service and agency support, you'll have opportunities to help people find the right coverage for their insurance needs! You'll receive training and support as you handle a full scope of responsibilities, including customer relations, sales and marketing and agency office operations.

Some of the job duties and qualifications for the position include:

### **Sales and Marketing**

- Coordinate agency prospecting through direct mail, company prospecting programs and Personal Insurance Reviews.
- Understand products, procedures and best practices for promoting policy growth and retention
- Schedule/confirm appointments for agent
- Achieve individual production goals as established by agent

### **Customer Relations**

- Discuss insurance product offerings with current and potential customers
- Maintain high customer service standards to attract and retain customers
- Advise customer of claims and billing policies and procedures as needed
- Respond to inquiries, issues and complaints

### **Agency Office Operations**

- Administer office practices and procedures
- Maintain information in the agency's customer database for future follow up
- Manage agency correspondence as required
- Continue to maintain and develop knowledge of American Family products and services and support efforts to increase agent business

## **Job Requirements**

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### **Qualified candidates will possess:**

- Outstanding customer service and people skills
- Licenses in property, casualty, health and life (or these must be obtained in order to continue employment with the agency)
- Organization, prioritization, and multi-tasking skills
- Demonstrated oral and written communication skills
- PC skills; experience with Windows-based computer applications a plus
- Ability/desire to work in small business environment
- Ability to learn American Family products, services, and computer systems
- Minimum of a High School diploma or equivalent
- Prior insurance experience is not required

### **Candidate's criminal history must not include:**

- A felony conviction in the past 10 years (If a felony conviction is beyond 10 years, the applicant must have written permission from the State Insurance Department.)
- A misdemeanor conviction or ordinance involving dishonesty or breach of trust including but not limited to: theft, shoplifting, burglary, robbery, forgery, fraud, or embezzlement in the past 10 years
- A misdemeanor conviction involving domestic abuse within the past 10 years
- A misdemeanor conviction involving violence such as battery or assault within the past 5 years
- A pattern of violent behavior

### **Candidate's driving record must not include:**

- Two DUI's in past ten years
- Three serious violations in past 10 years, such as DUI, reckless driving, driving after revocation or suspension not acceptable.

### **Candidate's Credit:**

- 6 months clean credit (no current negatives)
- No bankruptcies in the last 3 years.

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