

Insurance Office Assistant

Rosie Flores, Agent
Corning, CA



FARMERSSM
INSURANCE

Full Time Position, Monday – Friday
Wage: \$14.00 per hour, DOE

Responsibilities and Duties

Responsibilities include a clerical position where primary duties include handling multi-line phone system, greeting clients, vendors and visitors in a courteous, professional and efficient manner. Also includes duties such as word processing, computer data entry, filing, and other general office tasks. Requires ability to set priorities and manage a variety of duties. Must be able to work with a fair degree of independence.

The **Licensed Insurance Office Assistant** also plays a role in completing insurance applications and to fulfill the responsibilities of customer relations/service and agent support for a successful growth-oriented office.

Qualifications and Skills

- Help **Retain** Business; by making pending cancel calls, follow ups, payment arrangement
- Identify and resolve customer billing and payment issues.
- Respond to customer inquiries.
- Secure information from customers and other industry professionals with thoroughness and accuracy.
- Retrieve, complete and submit claim paperwork.
- Schedule customer appointments.
- Maintain inventory of office supplies.
- Ability to speak **English/Spanish** fluently and coherently.
- Ability to obtain a **California Insurance Property & Causality License** within 6mos of hiring. (Employer will Train & Pay for everything!)
- Must be an energetic self-starter, work efficiently without supervision.
- Possess and display confidence when communicating with clients.
- Proficient in the operation of computer software applications
- Ability to deliver information in a courteous and thoughtful manner.
- Ability to learn processes and procedures quickly with training.
- Proven track record of positive time and attendance.

Additional Responsibilities and Duties

- Work to Identify and resolve customer billing and payment issues
- Respond promptly to customer inquiries
- Secure information from customers and other industry professionals with thoroughness and accuracy
- Retrieve, complete and submit quote information
- Schedule customer appointments
- *Additional responsibilities asked of supervisor(s).*

Education:

- High school (Required)
- California Insurance Property & Causality (Preferred)
- Certified Typing Certified issued in the last year (See JTC staff member for information)

To Apply: Submit a completed standard application, current Certified Typing Certificate, cover letter, and resume to JTC staff member, and ask for an initial prescreen interview.

The Job Training Center is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. 7-1-1 for TTY users. 12/3/2018 - 1/3/2019 ch. A proud partner of America's Job Center or CaliforniaSM network.