

Randy Weissenhofer

State Farm Agent

796 Army Trail Road
Carol Stream, IL 60188
Phone: 630-289-9700

Position Overview

Successful State Farm Agent is seeking a qualified professional to join their winning team for the role of Customer Service Manager - State Farm Agent Team Member. We seek an energetic professional interested in helping our business grow through value-based conversations and remarkable customer experience. If you are a motivated self-starter who thrives in a fast-paced environment, then this is your opportunity for a rewarding career with excellent income and growth potential.

Responsibilities

- Provide prompt, accurate, and friendly customer service. Service can include responding to inquiries regarding insurance availability, eligibility, coverages, policy changes, transfers, claim submissions, and billing clarification.
- Use a customer-focused, needs-based review process to educate customers about insurance
- Schedule appointments & identify customer needs
- Maintain a strong work ethic with a total commitment to success each and every day.

Requirements

- Excellent interpersonal skills & People-oriented
- Excellent communication skills - written, verbal and listening
- Organizational skills & Ability to multi-task
- Self-motivated & Detailed oriented
- Proactive in problem solving
- Dedicated to customer service
- Able to learn computer functions
- Pride in getting work done accurately and timely
- Ability to work in a team environment
- Ability to make presentations to potential customers
- Ability to assess customer needs & effectively relate to a customer

Compensation

- Salary plus commission/bonus (30,000-40,000 base)
- Paid time off (vacation and personal/sick days)
- Growth potential/Opportunity for advancement within my office

Property and Casualty license (must be able to obtain)

Life and Health license (must be able to obtain)