



**Job Title: Claims Customer Service Representative**

**Department:** Claims

**Reports To:** CST Supervisor

**Status:** Non-exempt

**Summary:** A Claims Customer Service Representative (CSR) is a member of the Customer Support Team (CST) within the Claims Department whose role it is to support the Claims Adjusters by handling a large volume of incoming calls. The main function of a CSR is to triage calls intended for the Adjusters based upon information within our proprietary claims systems.

**Essential Job Functions:**

- Answers up to 80 incoming calls a day
- Triage questions from Claimants, Insureds and their representatives meant for a Claims Adjuster based upon system notes
- Updates claims system notes with current information obtained during phone conversations
- Provides excellent customer service
- Explains specific policy information to insureds when applicable
- Provides Adjusters with phone messages in a timely manner
- Responsible for other tasks assigned by management

**Required Skills and Experience:**

- Minimum of 5 years of work experience with 1 year of phone customer service experience
- Bilingual in English and Spanish, preferred
- Working knowledge of Microsoft Office – Word and Excel
- Minimum typing speed of 40 WPM
- Excellent verbal and written communication skills
- Strong organizational and analytical skills required
- Ability to work Monday – Friday from 8:30 AM to 5:00 PM

**Education Requirements:**

- High School Diploma or equivalent required

**About Us:**

Western General Insurance Company has a long-standing reputation as a leader in the non-standard automobile insurance industry serving CA for 46 years. In addition to CA, we currently do business in 3 other states and continually strive to expand the growth of our company. We are a service-oriented company where we believe “Great Service is our standard, not the exception”. We offer competitive salaries based on knowledge and experience. Our excellent benefits allow you to qualify for your choice of medical plan, as well as dental, vision and life insurance plans, within your first three months of service, save for your future with our 401(k) and Profit Sharing plans, balance your life with generous paid time off, and enjoy casual dress every day. Employees also receive discounts for shopping, entertainment, dining, and more through WG Perks. Our open-door policy, casual dress code, great benefits and our commitment to demonstrating our appreciation to our employees makes Western General a great place to work. We are an equal opportunity employer.

This job description is subject to change at any time.