



Job Title: Customer Service Representative – Auto Insurance

Department: Underwriting

Reports To: CS Supervisor

Status: Non-exempt

Summary: An Auto Insurance Customer Service Representative (CSR) is a member of the Underwriting Department. The CSR handles calls from our brokers and agents, finance companies and our insureds, and provide exceptional customer service.

Essential Job Functions:

- Answer up to 100 incoming calls a day
- Update system notes with details discussed during phone conversations
- Provide excellent customer service
- Provide underwriting rules, reason for premium increase/decrease, billing breakdowns, procedures and pending items needed to brokers, agents and insureds, when applicable
- Provide payment due and due date information to the brokers, agents and insureds
- Use multiple systems to review payment history and assist brokers and agents to process changes on-line
- Provide verification of coverage for finance companies
- Fulfill requests for proof of Insurance to be sent via Fax, E-Mail or Mail
- Responsible for other tasks assigned by management

Required Skills and Experience:

- Minimum 6 months of previous personal auto insurance experience
- Bilingual in Spanish
- Knowledge of customer invoicing and billing a plus, but not required
- Proficiency with web based systems
- Demonstrated verbal and written communication skills
- Strong data entry and 10-key skills
- Analytical skills and the ability to multi-task
- Knowledge of Motor Vehicle and CLUE Reports a plus, but not required

Education Requirements:

- High School diploma or equivalent

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.