



Job Title: Customer Service Representative

Department: Customer Service Department

Supervisor: Customer Service Supervisor

Job Purpose:

Customer Service Representatives (CSRs) are tasked with communicating between clients and independent appraisers, recording information in databases, and ensuring assignments are completed by independent appraisers in a timely manner.

Duties:

Customer Service Representatives' responsibilities require excellent communication (both verbal and written), problem-solving, and organizational skills. CSRs are required to make decisions and communicate with clients with little to no supervision being needed. CSRs are responsible for the following tasks:

- Responding to basic insurance claim assignment questions from clients and independent appraisers (subcontractors) via phone and email
- Documenting assignments and notifying clients of assignment changes and updates
- Handles any complaints and refers complaints to appropriate personnel (i.e. supervisor) when necessary
- Communicates professionally and effectively with clients and independent appraisers
- Follows each clients' specific procedures

Complexity/Difficulty:

A Customer Service Representative position requires a self-motivated, highly organized, and highly efficient individual to work in a fast-paced and demanding field.