

ENVISION INSURANCE GROUP

Contact Person: Nicole Rollins, *Human Resources Director*

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Company Website: www.envisionins.com

Position Title: Commercial Lines Customer Service Representative

Opportunity Location: Peoria, IL

Type of position: Full-time

Preferred Skills: To provide prompt, accurate, courteous service to our customers, producers and insurance carriers. To grow and develop talents and insurance knowledge to the highest level possible. To provide, with a positive attitude, a high level of support in maintaining, expanding, and servicing our commercial (businesses, agricultural enterprises, contractors, non-profit organizations, governmental units) accounts.

Position Overview:

- * Computer based rating to generate quotes for business customers
- * Prepare computer based formal proposals for new and renewal business insurance customers
- * Handle customer inquiries and change requests via phone and email.
- * Computer documentation of all customer contacts and coverage changes
- * Work with producers to get all renewal or new quote information gathered from customers
- * Keep policy information neatly filed and computer database current and accurate.
- * Handle first input information and customer questions on commercial claims.
- * Prepare customer invoices
- * Deliver policies, and related documents to insureds as needed
- * Meet with clients to discuss and handle their insurance needs.

Requirements:

- * 4 year college degree in finance, business admin or insurance or equivalent CL insurance experience
- * Attention to detail
- * Customer focus and people skills
- * Intermediate computer skills (Microsoft Word, Excel, Internet explorer)
- * Problem solving skills
- * Organizational skills
- * Time management
- * Able to meet requirements for Illinois insurance agent license-we will pay for pre-licensing education, test fees, licensing fee and continuing education to maintain.

*If you are interested in applying for this position, you may email your resume to Nicole Rollins at nrollins@envisionins.com