

Allstate Insurance Company

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Position Title: Senior Service Professional

Opportunity Location: South Barrington, IL

Start Date: 6/16/2010

Preferred Skills:

- A four year college degree or the equivalent of 2-4 years experience as a customer service professional
- Excellent oral and written communication skills
- Frequently interacts directly with the policyholder/customer
- Utilizes technology to manage a sales/service workflow which provides for regular communication and follow up with the business owner and other stakeholders, the agent of record or the Business Insurance Center Sales Representative for example
- Accurately prepares insurance policy quotes on new commercial business utilizing the tools and technology available
- Demonstrates competency to effectively manage multiple relationships and priorities simultaneously
- Proficiently leverages resources, such as but not limited to Sage, CRM, the internet, and underwriting guidelines as needed to complete an accurate business insurance quote, bind coverage, issue policies, process endorsements and renewals.
- Must be able to work well in a team environment and possess a strong entrepreneurial spirit
- Demonstrates a comprehensive understanding of specific company products in order to portray confidence and credibility to customers and assume ownership.
- Proactively identifies and acts on cross-selling opportunities in order to increase household penetration and improve customer retention, applying effective selling and influencing techniques
- Accurately processes changes to customer policies which may require an agent's license
- Responds to inquiries that require an agent's license on coverage's, limits and deductibles

- Reviews customer policies, discusses policy options and makes updates to policy records that require an agent's license.
- Pre-screens for new business during routine customer calls and develops basic ability to determine if within Allstate's market appetite
- Develops subject matter expertise and remains current on new marketing campaigns in order to respond appropriately to marketing related inquiries
- May require Property and Casualty license for state(s) in which candidate lives, works and services
- Supports the Business Insurance Center in meeting customer satisfaction and business performance goals through the delivery of an exemplary policy service experience.
- Manages customers' pre-sales, post-sales, renewal, and service moments of truth
- Responsible for managing BI customers' in-force experience with Allstate
- Performs activities of moderate complexity requiring limits supervision
- Tasks are broad in nature, yet not necessarily complex
- Assists with training of employees with fewer skills
- Supports the Business Insurance Center in meeting customer satisfaction and business performance goals through the delivery of an exemplary customer experience
- Bilingual preferred

Position Description:

The purpose of this job is to support the Allstate Business Insurance Sales Representative in selling business insurance policies to prospective customers and also service existing policy holder accounts. The activities within this job will be directed toward the sales of new business policies, screening of leads, development of quotes, binding of coverage, issuing policies, renewal and retention of existing business insurance policies, securing trailing documents, CEM solutions, inbound calls, outbound calls, internal call transfers, extensive use of technology and responding to mail or fax.

**Please submit your resume/profile on the [Allstate Insurance Company website](#).*