



Man-Tra-Con Corporation is working with a local employer to fill the following position:

**Job Title:** Customer Service Representative (EP-071422-01)

**Location:** Herrin, Illinois

**Salary:** \$17.00 per hour

### **Job Description**

**Bracy Insurance** in Herrin, Illinois, is seeking candidates for a Customer Service Representative position. Position reports to the agency owner. Work schedule is Monday through Friday, from 8:00 a.m. to 5:00 p.m., with one hour for lunch.

### **Responsibilities**

- The book of business that is assigned, including renewal and new business.
- Underwrite and place new accounts
- Coordinate processing a payment of claims between insured and company
- Collect premiums for assigned accounts
- Cross-sell accounts
- Providing continuing service and advice to Agency insured, clients and producers.

### **Job Duties**

- Respond to inquiries from Agency insured and prospects
- Assist in collections for assigned accounts by calling or writing the insureds and call company to cancel for non-payment if applicable (Agency bill only)
- Complete application and rate and quote risks for new and renewal business
- Set up new files
- Maintain account files, checking and updating account information; purging as appropriate
- Process miscellaneous changes, endorsements, and cancellations
- Prepare policies and endorsements for delivery or mailing
- Solicit coverages or expiration not carried by the agency
- Maintain expiration list and suspense file for assigned accounts
- Invoice accounts on all assigned accounts if agency billed
- Take claims reports and forward them to company
- Maintain prospect list for new and cancelled (Preferred Accounts) update and delete as required
- Call for expiration dates of prospects
- Prior to renewal, prepare key accounts for review, assumes and update entire file and account information and prepare recommendations for upgrading coverage
- Data entry
- Assist in the change to a paperless environment
- Use e-filing, scan documents and attach to appropriate file in the agency management system
- Perform other functions at direction of management
- Duties must be completed in a timely manner

### **Requirements**

Candidate must:

- Be a high school graduate with a minimum of 2 years business experience.
- Be a Licensed Insurance Agent.
- Have knowledge of the use of computers, fax machines, copy machines, and other office equipment.

**How to Apply**

This employment opportunity is available at no cost to you! To apply, send your resume to [EmilyPerks@mantracon.org](mailto:EmilyPerks@mantracon.org)

**Man-Tra-Con Corporation is a member of the American Job Center network,  
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