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DOING BUSINESS

# CUSTOMER SERVICE REPRESENTATIVE

SIUPREM, Inc. – Alpharetta, GA

## POSITION NATURE AND SCOPE:

Rely on instructions and pre-established guidelines to perform the functions of the job. Work under immediate supervision. Primary job functions do not typically require the management of others.

- Provide customer support accurately and timely and prepare information necessary in order to make corrections and adjustments to accounts.
- Process correspondence and returned mail. Obtain correct addresses and input corrections in system.
- Process Image Right indexing and Speed-Pay payments from phone calls.
- Assist agents in the application of Electronic Fund Transfer (EFT) payments.

## EXPERIENCE:

- 1-2 years of Call Center experience required.
- Premium Finance or Insurance experience a plus.
- Familiar with standard concepts, practices and procedures within the insurance industry.

## REQUIREMENTS:

- High School Diploma or equivalent.
- Proficient in Microsoft Office products to include Word, Excel and Outlook.
- Ability to adapt quickly to new software applications.
- Professional verbal and written communication along with strong interpersonal skills.
- Ability to work in a team, productivity based environment.
- Ability to multitask efficiently and accurately in a fast paced environment.
- Strong organization and prioritization skills.
- Must possess initiative and drive to make positive changes to processes.
- Detail oriented with strong problem resolution and research skills.
- Ability to analyze a situation and implement a solution.