

Katie School Student Opportunity

Company Name	Gnade Insurance Group
Contact Person	Nicole Pagano
Email	nicole@gnadeinsurance.com
Phone	(815) 464-8800
Address	219 N. White Street Frankfort, IL 60423
Company Website	www.gnadeinsurance.com
Indicate what opportunity is available	Full-time
Title of Available Position	Entry Level Customer Service Representative - Personal or Commercial Lines
Opportunity Location	Frankfort, IL
Salary/Wage Range	30,000 - 35,000
Opportunity Start Date:	05/15/2019
Description of Opportunity	<p>Entry Level Customer Service Representative</p> <p>At Gnade Insurance Group, customer service is core to everything we do. Our team's top priority is to deliver high-quality, speedy and personable Customer Service.</p> <p>No prior experience is required, for we are looking to train someone in the Gnade way.</p>

Responsibilities:

- Communicate with customers in a professional, positive and friendly manner by phone and email.
- Take customer requests via phone, email, fax, etc. and process accordingly.
- Utilized our agency management system to track and organize customer records.
- Answer billing inquiries and process customer payments.
- Process policy changes with the ability to navigate through carrier websites.
- Issuing proofs of insurance.
- Quoting new business, renewal business & endorsements.
- Assisting clients with claims.
- Understand the Gnade Insurance Group core values and work within them.

Benefits:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Long-Term Disability
- Life Insurance
- Retirement matching
- A Great Work Environment

Preferred Skills

- You care deeply, genuinely and passionately about customer service, solving problems for our customers and understanding the role it plays in making the customer experience successful.
- You are comfortable with a computer and not intimidated by the technology.
- You know when something is over your head and understand the importance of seeking help.
- You are naturally empathetic along with being an articulate communicator.
- Self-motivated with a willingness to learn and adapt to the ever-changing insurance industry.

**Please Specify
How You Would
Like Students to
Apply**

Please email resume & a phone interview will be set up.