



**JOB PROFILE:** Insurance SR Customer Service Representative  
**JOB TITLE:** Insurance Customer Service Representative  
Insurance Associate Customer Service Representative  
Insurance JR Customer Service Representative

FLSA Status: Non-Exempt  
Supervisor's Title:

**BASIC FUNCTION:**

This position is generally responsible for supporting the Insurance Consultants through evaluation of workflow assigned documents; research of minimally complex insurance topics; collection and submission of all crop insurance documents; data entry into Approved Insurance Providers (AIP) systems; servicing the book of business in a fast paced environment, customer contact and providing clerical and technical support.

**ESSENTIAL DUTIES:**

- Collaborates with Insurance Consultants to support the sales and service of crop insurance policies. Completes assigned tasks in a timely manner with minimal supervision; ensures customer service is maintained at a high level; follows-up with applications, reporting, claims, and conservation compliance.
- Obtains and maintains all required insurance licenses. Develops and retains a thorough understanding of federal and private crop insurance policy provisions, actuarial information, underwriting standards, and procedures for all insurance products offered by the Association.
- Provides expertise in reviewing insurance documents for completeness, accuracy, and program compliance; entering, mapping and transmitting insurance data to the AIP's using AIP programs and systems. Participates as a member of a processing team and completes an equitable workload to support the team in meeting their processing deadlines.
- Operates within Federal Crop Insurance Corporation (FCIC) and Farm Credit Administration (FCA) authorities. Conducts business within rules, regulations, policy and procedures with ethics and integrity.
- Works to enhance insurance operations and documentation processes through continuous improvement and automation initiatives to ensure accurate data, efficient processing methods, and maintenance of customer files.
- Performs other functions as assigned.



#### **LEVELS OF SUPERVISION EXERCISED AND RECEIVED:**

Exercises no supervision; works under general direction of Crop Insurance Operational Support Director and Crop Insurance Consultants.

#### **TYPICAL EDUCATION AND EXPERIENCE:**

##### **Sr. Insurance Customer Service Representative**

- College degree preferred, or relevant combination of education and experience.
- More than 7 years related experience in crop/livestock insurance.
- Appropriate insurance license.
- Demonstrates advanced knowledge of the crop and livestock insurance products, policy and provisions.
- Ability to recognize discrepancies within policies and procedures and respond appropriately.
- Demonstrated ability to generate highly accurate work. Must be proficient in organizing and prioritizing work to meet strict deadlines.
- Strong written and verbal communication skills.
- Demonstrate interpersonal skills with ability to motivate/supervise others
- Proficient in use of computer and mobile devices, to connect and utilize a wide variety of software and cloud- based systems and applications.
- More than 3 years of mentoring experience.
- Demonstrated ability to independently service small insurance policies in the book of business.

##### **Insurance Customer Service Representative**

- College degree preferred, or relevant combination of education and experience.
- Minimum of 3-5 years related experience
- Appropriate insurance license.
- Demonstrates knowledge of the crop and livestock insurance products, policy and provisions.
- Ability to recognize discrepancies within policies and procedures and respond appropriately.
- Demonstrated ability to generate highly accurate work. Must be proficient in organizing and prioritizing work to meet strict deadlines.
- Strong written and verbal communication skills.
- Demonstrate interpersonal skills with ability to motivate/supervise others



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- Proficient in use of computer and mobile devices, to connect and utilize a wide variety of software and cloud- based systems and applications.
- Demonstrates the ability to mentor other insurance team members.
- Demonstrated ability to independently service small insurance policies in the book of business.

### **Associate Insurance Customer Service Representative**

- College degree preferred, or relevant combination of education and experience.
- Minimum of 1-5 years related experience
- Appropriate insurance license.
- Working knowledge of the crop and livestock insurance products, policy and provisions.
- Demonstrated ability to generate highly accurate work. Must be proficient in organizing and prioritizing work to meet strict deadlines.
- Strong written and verbal communication skills.
- Demonstrate interpersonal skills
- Proficient in use of computer and mobile devices, to connect and utilize a wide variety of software and cloud- based systems and applications.

### **Junior Insurance Customer Service Representative**

- College degree preferred, or relevant combination of education and experience.
- Less than 1 year of related experience
- Ability to obtain appropriate insurance license within 12 months of employment
- Develop a working knowledge of the crop and livestock insurance products, policy, and provisions.
- Ability to generate highly accurate work. Must be proficient in organizing and prioritizing work to meet strict deadlines.
- Strong written and verbal communication skills.
- Demonstrate interpersonal skills
- Proficient in use of computer and mobile devices, to connect and utilize a wide variety of software and cloud- based systems and applications.



**JOB REQUIREMENTS:**

- Must have the ability to perform basic office tasks and work in a typical office setting. Employee will be sitting for extended periods of time and accomplishing work at a desk and work at a computer for an extended period. Must have strong written and verbal communication skills to adequately convey ideas and work well with a team. Ability to talk and hear, sit and use their hands and fingers, and reach in all directions is essential in performance of the job. Some lifting and moving of items up to 25 pounds required. Work during established business hours and may require occasional weekend and/or evening work. Occasional overnight, extended, and day travel required.

**REVIEW AND APPROVAL:**

The content of this job description has been carefully reviewed and is believed to be accurate.

Incumbent: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

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Note: *This description indicates, in general terms, the type and level of work performed, and responsibilities held by the employee. The company reserves the right to add to, delete, change or modify the job duties at any time.*

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