



Customer Service Agent

LOCATION: INDIANAPOLIS AREA TYPE: FULL-TIME

We are in the insurance industry to put people first. That statement goes for both our customers and each member of the WalkerHughes team. WalkerHughes employees guide our customers through the world of insurance, advocate for them when they need us most, and pioneer unique solutions to meet their needs. We are passionate about utilizing technology as a tool to empower our team and support our customers.

YOUR PURPOSE:

You will partner with the Sales Executive to enhance and solidify client relationships through working with clients on their daily concerns and by meeting or exceeding workflow standards with a strong focus on client retention.

YOUR KEY RESPONSIBILITIES:

- Address and respond to client questions
- Resolve client problems and concerns regarding their insurance policies as well as servicing requests (i.e., Payments, endorsements, Evidence of Coverage, etc.)
- Analyze, draft, and monitor complex documents such as renewals, claims, applications, statistical data in support of ongoing business
- Prepare and process documents such as policies, renewals, claims, applications, changes, endorsements, binders, contracts, etc. for assigned Sales Executive to ensure accuracy and efficiency.
- Create and maintain computer files and suspenses for follow up action
- Design and prepare marketing/quoting information and presentation material and process coverage requests with the Sales Executive
- Work with the Sales Executive to close new sales opportunities
- Contact insurance carriers to coordinate processing of claims and gathering necessary documentation to work through difficult claim situations

YOUR SKILLS & EXPERIENCE:

- Disciplined and reliable with a passion for the insurance industry
- High level of customer focus
- Skilled in Microsoft Office suite of products
- Strong aptitude for interpretation of coverage forms, contractual agreements and financial statements
- Detail oriented with strong analytical and problem-solving skills
- Communication proficiency
- Highly motivated with a strong work ethic; able to work independently and with minimal supervision
- High School Diploma or equivalent with a bachelor's degree preferred
- Insurance License

PERKS:

- Comprehensive Benefits Package
- Company Paid Life Insurance
- 401K Plan with Company Match
- Paid Time Off
- 10 Company Paid Holidays

WALKERHUGHES IS AN EQUAL OPPORTUNITY EMPLOYER. ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT WITHOUT REGARD TO RACE, COLOR, ETHNICITY, NATIONAL ORIGIN, RELIGION, GENDER, GENDER IDENTITY OR EXPRESSION, SEXUAL ORIENTATION, GENETIC INFORMATION, DISABILITY, AGE, VETERAN STATUS, AND OTHER PROTECTED STATUSES AS REQUIRED BY APPLICABLE LAW.