

Job Description

Position Title:	Customer Service Representative I		
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PRIMARY FUNCTION:
<p>The Customer Service Representative I will provide exceptional service to our policyholders and agents in a broad range of requests with minimal supervision. This is accomplished by gathering information via phone and email and educating our customers in a fast-paced call center environment in a once and done manner with Ease of Doing Business at the epicenter of each interaction.</p>

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| DUTIES AND RESPONSIBILITIES: |
| <ol style="list-style-type: none"> 1. Provides excellent Customer Service to customers and agents (internal and external) by responding promptly to all inbound customer calls, faxes and email requests. 2. Interacts with all peers and customers in a professional manner 3. Works collaboratively in a team setting 4. Achieves acceptable Quality scores on all monthly evaluations 5. Strives to provide consistent and accurate information to all callers 6. Achieves First Call Resolution (FCR) on all interactions and leaves a lasting impression with policyholders and agents 7. Maintains acceptable attendance levels throughout year. 8. Consistently meets all data entry and NBIC's standards of performance requirements to ensure excellent customer service, accurate and professional handling of all requests 9. Continually seeks new ways to improve our customer experience and recommends ways of improvement 10. Provides clear, easy to understand information to policyholders 11. Performs additional duties as assigned including mortgage changes, updating customer demographics, fee waivers and other monetary transactions |

EXPERIENCE, EDUCATION, SPECIAL SKILLS REQUIRED:			
<input type="checkbox"/>	High School	<input checked="" type="checkbox"/>	High School plus 2-3 years' work experience
<input type="checkbox"/>	Associates Degree	<input type="checkbox"/>	Associates Degree plus 3 years' experience
<input type="checkbox"/>	Bachelor's Degree	<input type="checkbox"/>	Bachelor's Degree plus 4 years' experience
<input type="checkbox"/>	Master's Degree	<input type="checkbox"/>	Master's Degree plus years' experience
<p>Describe specific requirements:</p> <ul style="list-style-type: none"> • Excellent customer service and teamwork • Excellent communication and interpersonal skills are required • Excellent math skills are required (for addition, subtraction, multiplication and division) • Ability to review, record and organize written data from a variety of sources with no prescribed format is essential • Proficiency with Microsoft Office products (Outlook, Excel, Word) Call Center experience preferred but not necessary 			

This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Reasonable Accommodations will be made, when possible, for individuals covered under the Americans with Disabilities Act.