

Bilingual Part-Time Customer Service Representative (NE Portland/Gresham)

American Family Insurance an 82 year old, Fortune 300 and 3rd Largest Mutual Multi-Line Property and Casualty Insurer in the NATION has an immediate opening for a Bilingual (Spanish/English) Part-Time Customer Service Representative in the NE Portland/Gresham area.

POSITION SUMMARY:

The Customer Service Representative is responsible for providing support to the insurance agent and to communicate in a helpful, professional, and friendly manner with customers and clients.

IMPORTANT PERSONAL CHARACTERISTICS:

- Strong communication skills and a positive, friendly and professional attitude
- Strong work ethics as the position requires a great deal of self-management
- Courteous phone skills
- Ability to multi-task and effectively prioritize responsibilities
- Reliable
- Detail oriented

POSITION REQUIREMENTS:

- High School Diploma or GED
- Bi-lingual (fluent) in English and Spanish
- Pass a Credit and Driving Record check
- Proficient in Microsoft office products (Word, Excel, Outlook) and internet
- Experience in the insurance industry not required, but is a plus
- Previous experience in a customer service role is preferred
- Basic Grammar
- Filing
- Keyboarding

JOB DUTIES HIGHLIGHTS AND EXPECTATIONS:

(training will be provided)

- Work flexible hours between 9am and 5:30pm, Monday through Friday
- Input and process insurance applications and coverage changes
- Provide insurance quotes to customers
- Look up customers and insurance coverage in company computer system
- Set up customer files
- Take payments from walk-in customers and post payments
- Complete and submit agency weekly reports
- Property and Casualty insurance license must be obtained within 90 days from date of hire
- Carry out other duties as needed and as instructed by supervisor

At American Family Insurance, our corporate mission is to be the most trusted and valued service-driven insurance company and that vision is directly supported by our commitment to diversity. We welcome people who share those values with us and who want to do and be their best. Under our roof you'll find the opportunity to do work that matters, to collaborate and learn, and to be rewarded for performance in a caring, inclusive environment that lets you balance work with life.

Please call (503) 489-1778 and send your resume by email attachment to MGUERRER@AMFAM.COM

American Family Insurance is an EEO employer

- Location: NE Portland/Gresham
- Compensation: DOE
- 30 hrs week +/- (flexible)
- Paid vacation after 6 months and holiday pay
- disability and life coverage benefits
- This is a part-time job.
- Phone calls about this job are ok.
- Please do not contact job poster about other services, products or commercial interests.