

**Do you have a zest for meeting new people? Do you thrive in helping others?
Do you desire to be part of a team that works cohesively together to achieve one common goal? If so, Randall Moss Insurance has a career opportunity for you!**

Our focus here at Randall Moss Insurance is to “Protect What Matters”. We help evaluate our clients’ needs, illustrate insurance options, and provide products to choose from. Randall Moss Insurance has been providing personal lines insurance to individuals throughout Alaska for over 40+ years. Our team members genuinely care and enjoy supporting our clients as they experience key life events such as purchasing a home, obtaining a rental property, or buying a car or new motorcycle. We aim to ensure our clients feel secure in their coverages so they can get out and enjoy the good things in life.

Job Summary: Customer Service Representative (CSR)

Randall Moss Insurance is currently seeking a new team member!

The current position is for a **Customer Service Representative (CSR)**.

CSR’s assist with a variety of insurance products, quoting new business and servicing existing policies. A CSR ensures client needs are being not only met, but surpassed with unparalleled customer service. It is an ideal position to learn all the facets of the insurance industry with the potential for career growth.

Training and ongoing resources will be available. Our goal is to get our new team member acquainted with our company, integrated with our culture and positioned into a rewarding and thriving career.

A CSR is responsible for providing exceptional customer service:

- Establish long-lasting relationships and connections with current and future clients.
- Communicate with clients and prospects via phone, email, and appointments.
- Provide competitive proposals and insurance options to clients or prospects.
- Assist clients with adjusting coverages and submitting endorsements to various insurance carriers.
- Advise clients with coverage descriptions, premium details, claims and billing questions.
- Ensure clients and prospects are taken care of in an efficient and friendly manner.
- Assist with marketing campaigns, social media, sales opportunities, and business development.

Professional Skills for the CSR position:

- Enthusiastic about helping people manage the risks of everyday life and recover from the unexpected.
- Demonstrate effective listening skills as well as display excellent verbal and written communication.
- Self-motivated and proactive in researching options and problem solving.
- Proficient on a computer. (Email, Online databases).
- Experience with online systems such as Microsoft Outlook, SharePoint, OneDrive, AMS360, Zoom a plus.
- Must be able to obtain the AK Property and Casualty Insurance license & Life license. (Training provided).

Wages & Compensation for a new team member of Randall Moss Insurance:

We offer competitive wages depending on experience and licensing.

In addition, we offer commission and bonus opportunities, Paid Time Off (PTO for vacation and personal/sick leave), and paid holidays. Also valuable training and growth potential for advancement.

How to Apply:

1. Email your cover letter & resume to info@randallmossins.com
2. Please include a short paragraph on either of the following topics:
 - a. A person that you admire the most and why?
 - b. An experience that has changed your life and how?

Thank you!