**Customer Service Representative**

**Zielinski Agency**

**Allstate Insurance**

**Skills Required:**

* Excellent Verbal Communication
* Strong Telephone Skills
* Word & Excel experience
* Strong Organizational Skills
* Pays close attention to detail

**Responsibilities:**

* List of contacts to share for quotes
* Calls on telemarketing
* Transfers “warm leads” to LSP immediately
* Schedules and reviews appointments for agents
* Creates and maintains prospecting lists
* Fill out fact finders for all appointments
* Perform cancellation audit on a weekly basis
* Follow up on all inspection rejections for resolutions
* Primary contact for all incoming phone calls
* Take payments from customers in person and on the phone
* Follow up on all endorsements to make sure they have been completed