

INSURANCE AGENCY PERSONAL LINES CUSTOMER SUPPORT SPECIALIST

Forest Insurance in Forest Park, Illinois is looking for a dynamic individual to join us as a **Personal Lines Customer Support Specialist**.

Good communication skills (written & oral), professional appearance and attitude, personal management skills, pleasant phone manner, and good keyboard skills required. Proficiency in Microsoft Windows/Office, Outlook, Word and Excel desired. Insurance experience, industry designations and license are a plus, but not required.

Duties include servicing smaller accounts, assisting the Account Managers with policy changes and billing; customer and company correspondence; automated policy rating; form letters; agency management system (client database) maintenance; company download; scanning; assisting the PL Manager; backup to the Receptionist.

Forest Insurance is an award-winning independent insurance agency specializing in the middle and upscale markets. We represent only A-rated (preferred) insurance companies, including: Andover, Chubb, Cincinnati, Encompass, Foremost Signature (f/k/a MetLife), Hanover, Mercury, Nationwide/Allied, Nationwide Private Client, Progressive, Safeco and Travelers. Since our founding in 1957, we have developed into the largest home & auto insurance agency in the Oak Park/River Forest/Forest Park area.

We boast an amazing staff of 16 (7 dedicated to personal lines), a professional & friendly office environment, the latest software, newer hardware/computer system, and an automation manager. Our agency management system is Vertafore AMS 360; home/auto rating system is PL Rating; marketing system is Rocket Referrals.

- > Salary: Commensurate with experience
- > Generous educational incentives
- > 9 paid holidays, 15 personal days (after 1 year - 20 days after 5 years)
- > Group medical plan
- > Profit sharing & 401k
- > Life & long-term disability coverage
- > Insurance tuition payment
- > Professional office environment on vibrant Madison Street in Forest Park
- > Hours Monday through Friday 8:30 to 5:00
- > Summer hours available June - August

If you have a warm, friendly, positive attitude this may be the position for you. Please email your resume to jshelstad@forestinsured.com. No phone calls please! www.forestinsured.com