



## **JOB DESCRIPTION**

**Title:** Customer Service Representative

**Department:** Personal Lines

**Reports To:** Personal Lines Manager and Team Leader

We are currently searching for someone who loves working with customers, is highly organized and wants to learn and be challenged so they can grow in their career. The ideal candidate should have prior insurance experience, but if not, it's okay. We can train you and will be with you every step of the way to help you be successful.

**Do the statements below sound familiar? If so, we would love to talk to you.**

- When it comes to customer service, you've got that. You're a professional! Customers gravitate to you because you get it done.
- You know what it means to go the extra mile for customers and co-workers. It comes naturally to you, and you can't see doing it any other way.
- You easily adapt to customer needs. You keep up to date on your industry knowledge and skills so you can be your best.
- When you don't have an answer or a solution, you are on a mission to find one.
- You like to have fun while working and enjoy building relationships with customers and co-workers.

**What to expect when you begin your career at HMS:**

- A formalized onboarding program to help you get started and feel at home.
- A comprehensive training program.
- Great pay and benefits.
- Opportunity to advance and grow your career. Take it as far as you want to.
- The ability to work from home on a hybrid schedule after training is completed.

**What we expect from you:**

- Complete your training and obtain your Maryland Property and Casualty license.
- Help customers with their insurance needs. This may include making requested changes to their policies, answering billing and policy questions, and helping them navigate through the claim process.
- Provide binders and evidence of insurance to customers and mortgage companies.
- Work closely with co-workers and insurance company representatives to provide exceptional customer service.
- Follow agency and department procedures.
- Maintain a commitment to excellence and professionalism.

Interested? Contact our HR Manager at [hr@hmsia.com](mailto:hr@hmsia.com)