

## **Customer Service Representative Bitner-Henry Insurance – Hagerstown, MD**

### **Our opportunity:**

Our business thriving in large part due to our focus on providing exceptional customer service. Our culture is built around the motto, “we serve those who serve others.” We serve a large and growing customer base of churches and non-profits across a nine-state region.

Long-term relationships are important to us. As such, our opportunity is best suited for those seeking a career not just a job. We offer competitive earnings and benefits with opportunities for rewards as your ability to contribute increases. An often-cited benefit is good work/life balance.

We have the flexibility to onboard those with a wide range of backgrounds including those just starting out as well as highly skilled and experienced professionals seeking a career change.

The Customer Service Representative (CSR) facilitates a customer-focused experience by explaining policy coverage, addressing billing questions, suggesting changes in coverage, obtaining quotes, aiding in claims filing, and supporting the acquisition of new business.

### **Key Characteristics:**

If this sounds like the opportunity you’ve been seeking, then please tell us how your background fits with the following five characteristics of our CSR position in your cover letter.

1. Embracing a feedback driven training program is expected. (During this training you will use state-of-the art software. Your daily work will be checked, and we will discover your strengths and areas where we can assist in your professional growth.)
2. The ability to multi-task is essential. You will be expected to master time-sensitive, complex tasks while being an effective team player.
3. Attention to detail is critical. We take pride in making sure that every customer is served professionally and accurately. As such, priority will be given to candidates demonstrating a desire and ability to learn.
4. Our customers and your teammates count on your daily commitment. Attendance, punctuality, dependability, and reliability are key to both the company and your personal success.
5. Obtaining an insurance license within a year is expected. Professional certifications are encouraged. Our in-house training, combined with excellence in time management, communication, and organizational skills, will lead to success.

### **Role Qualifications**

- Excellent interpersonal, verbal, and written communication skills.
- Maintains confidentiality of customer information.
- Committed to continuous learning of industry best practices.
- Ability to adapt to a fast paced and changing environment.

## **Essential Skills and Experience**

- Maintains a professional presence in all communication.
- Ability to accurately manage a high volume of detailed information.
- Utilizes information technology to accomplish goals.
- Establishes and maintains professional rapport with teammates.
- Practices humility, acknowledges mistakes, makes correction, and supports others.

## **Education**

- High School graduate, college degree preferred.
- Insurance licensure not required to start.

## **Physical Demands and Work Environment**

- Physical demands: While performing the duties of this job, the employee is occasionally required to walk; stand; sit; use hands; reach with hands and arms; balance; stoop; talk and hear. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work environment: Fast paced, minimal noise, team orientation.

## **About Bitner-Henry Insurance**

Founded in 1938, Bitner-Henry is now a third-generation family owned and operated insurance agency that retains the core values of professionalism, integrity and caring. Now serving insurance needs in a nine-state region, Bitner-Henry provides personal, business, church, and social service insurance to meet their client needs. You can learn more about Bitner-Henry at [www.bitnerhenry.com](http://www.bitnerhenry.com).

## **How to Apply**

- Please send a cover letter and resume to the attention of Darrin Coon, Human Resources Manager at: [Dcoon@bitnerhenry.com](mailto:Dcoon@bitnerhenry.com).
- In your cover letter please be sure to address the five items listed above under **Key Characteristics**.