



FARM BUREAU FINANCIAL SERVICES

Insurance • Investments

450 Main St.
Lander, WY 82520

Customer Service Associate

Job details

Pay

\$25,000.00 - \$30,000.00 per year

Job type

Full-time

Schedule

8 hour shift Monday to Friday

Job description

The Customer Service Associate is the front line in all office traffic. He/she answers phones, greets walk-ins, schedules appointments for licensed representatives, handles service questions and concerns, files service paper work, and tracks customer correspondence. The office is fast paced, with in and outbound phone calls, incoming traffic, and the necessity to accurately document all processes throughout each day. The position provides training and development opportunities; career advancement and bonuses are available for those who show an aptitude for the industry.

Responsibilities and Duties

A Customer Service Associate spends most days in the reception area of the office, where the priority is to meet with clients to ensure appropriate coverage within their policies. Associates also handle service needs such as handling payments, submitting claims, preparing quotes, and updating client information. Miscellaneous tasks include organizing files, keeping the office clean, and ordering and stocking office supplies as needed.

Qualifications and Skills

Minimum qualifications: High School diploma with 2 years of office service experience and proficiency in Microsoft Office and cloud based applications.

Desired qualifications: Associates Degree in a Business field plus two years of office experience. We are looking for an applicant that is eager to develop their knowledge and skills to advance beyond the responsibilities of the Customer Service Associate position.

Candidate will be required to undergo finger printing and a background check.

For more information or to apply, please contact:

Audrey Huhnke
450 Main St
Lander, WY 82520
Office: (307) 332-3295
ahuhnke@mwfbf.com