
Job Title: Customer Service Representative

Location: Brooklyn, MI

Job Type: Full-Time

Company: Garcia Insurance Group

About Us

At the Garcia Insurance Group, we are committed to providing exceptional insurance services that protect our clients and give them peace of mind. Our customer-focused approach sets us apart, and we are looking for a dedicated Insurance Customer Service Representative to join our team and support our clients throughout their insurance journey.

Job Description

We are seeking a friendly, detail-oriented, and patient **Insurance Customer Service Representative** to assist clients with inquiries, policy updates, claims, billing, and general support. You will be the first point of contact for customers and play a key role in ensuring a positive experience.

Key Responsibilities

- Respond promptly and professionally to customer inquiries via phone, email, or text.
- Provide accurate information regarding insurance policies, coverage options, billing, and claims.
- Assist clients with policy changes, renewals, and cancellations.
- Document and track customer interactions and transactions in company systems.
- Resolve customer issues and complaints effectively, escalating when necessary.
- Collaborate with internal teams such as underwriting and claims to address client needs.
- Maintain knowledge of company products, services, and industry regulations.
- Identify opportunities to inform customers about additional products or services.

Qualifications

- High school diploma or equivalent
- Ability to become licensed in property & casualty insurance in Michigan.
- Strong communication and interpersonal skills.
- Ability to handle difficult situations with patience and professionalism.
- Detail-oriented with good organizational skills.
- Proficient with computers and customer relationship management (CRM) software.
- Ability to work independently and as part of a team.

Benefits

- Competitive salary
- Health, dental, and vision insurance
- Retirement savings plan
- Paid time off and holidays
- Training and career development opportunities
- Friendly and supportive work environment

How to Apply:

Interested candidates should submit their resume and a brief cover letter to [zgarcia@fbinsmi.com].
