

POSTING CONTENT FOR ALL RECRUITMENT EFFORTS

NOTE: Please do not add, delete or change any part of the duties or requirements of the below job description.

Position: Customer Service Representatives

Job description: Responsible for our company's clients by providing them with information in response to their inquiries about our products and services. May research for information to resolve customer service issues and must handle and resolve general complaints. In charge for determining the cause of the client's problem, selecting and explaining the best solution to resolve the problem, implementing the best resolution, and following up to ensure resolution and customer satisfaction. Create and maintain activity logs, files, and reports on services and products. Enter information into databases, process letters and other communications to clients. Maintain customer accounts according to specific guidelines and procedures. Receive and process applications and payments. Engage potential clients and walk-ins by answering product and service questions and suggesting information about other products and services. Implement administrative procedures, interpret internal policies and procedures. Perform related work as assigned.

Requirements: This position is based in a dynamic and fast-paced environment. The ideal candidate should develop and maintain excellent and strong clients' relationships by handling inquires and concerns in a prompt and professionalism matter. At least 2 years' experience in customer service, clerical, or administrative support work. High school diploma or equivalent. Skills in the use of standard office equipment and software.

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