



## **New Business Bi-lingual Customer Support**

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### **SUMMARY:**

Liaison between Agents and Policy Owners and the New Business department, supports various operational tasks that ensure timely processing and accuracy of applications and policies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Communicate with agents through inbound and outbound phone calls, written correspondence and email in both English and Spanish
- Resolve product or service concerns by clarifying the agent's complaint, determining the root cause of the problem and recommends the best course of action to resolve the problem
- Must have a strong command of company policies, procedures, products and websites in order to satisfactorily assist callers
- Maintain an effective and open line of communication with internal and external customers in an atmosphere of service to the agents
- Order underwriting requirements as needed and process follow-up tasks to ensure timely processing
- Meets daily production deadlines for all tasks and duties
- Process various memorandums and letters using multiple systems
- Work daily reports as distributed by management
- Cross-trains with other members of the staff to be able to support a wide variety of tasks
- Resolve outstanding pending requirements and generate follow-up documents
- Handle basic data entry as required to support efficient operational processing
- Conduct Company business in accordance with all applicable laws, regulations and contractual obligations. Behave ethically and with integrity and always follow the principles of the Compliance Program when making business decisions. Compliance with this program is a condition of employment for every American-Amicable employee

### **EDUCATION and WORK EXPERIENCE:**

- High school diploma or general education degree (GED)
- At least two years experience in a customer service role

**REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- Must be able to read, write, speak and translate the Spanish language
- Ability to type 40 wpm with 90% accuracy
- Working knowledge of MS Word, Outlook and Excel and the ability to learn internal software quickly and effectively
- Ability to quickly learn details regarding Company products and websites
- A friendly, positive, learning-oriented attitude with high attention to detail
- Strong communication, interpretative and organization skills
- Excellent customer service skills
- Ability to work under pressure and multitask efficiently
- Able to work independently as well as effectively as a team player
- Adapt to changes in company processes and procedures quickly

**WORKING CONDITIONS, PHYSICAL and MENTAL REQUIREMENTS:** The working conditions, physical and mental requirements described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is sedentary in nature and is performed in a traditional office environment with cubicles. Typically, the incumbent will sit comfortably while performing the work, with some walking, standing, bending and carrying of light items, such as papers, books, and files. Other physical demands in performing the essential functions of this position include: digital dexterity, hearing, seeing, and talking. Mental requirements include, but are not limited to, the ability to concentrate, take initiative, cope with stress, adapt, and stay alert in a business environment.

**Note:** This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. This job description is subject to change at any time.