

## Position Description

<b>Job title</b>	<i>Customer Service Representative</i>
<b>Reports to</b>	<i>Customer Service Supervisor</i>

### Position Summary

The Customer Service Representative compiles data and performs routine clerical tasks using the knowledge of underwriting and policy issuing procedures. The position requires the processing of applications, endorsements, reinstatement, and cancellation of insurance policies. The Customer Service Representative will assist agents and policyholders with policy and billing inquiries.

### Primary Responsibilities

- Answer inquiries on billing, claims, and policies
- Apply cash payments
- Process refunds and collections
- Administrative tasks
- Other duties as assigned

### Minimum Qualifications

- High School Diploma or equivalent
- Strong PC skills including Microsoft Office
- Excellent interpersonal skills
- Strong organizational skills
- Multi-task oriented
- Detail oriented
- Ability to work individually and in a team environment
- Ability to create positive and collaborative working relationships
- Excellent written and verbal skills
- Reliable

### Working conditions

This position may be performed at the company headquarters in a traditional office environment full-time, at one's remote office full time, or a hybrid schedule of part-time at the company headquarters and part-time at one's remote office. This role routinely uses standard office equipment such as computers, phones, printers, and filing cabinets.

### Physical requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. This position will frequently be required to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift up to 25 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

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### Direct reports

None

### Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. Duties, responsibilities, and activities may change at any time with or without notice.

### Equal Employment Opportunity Statement

Wayne Mutual Insurance Company provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status, genetic disposition or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

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### Signatures:

Approved by Management:	
Approved by HR:	
Date:	

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee:	
Date:	