



# CUSTOMER SERVICE SPECIALIST

Do you want to develop positive, effective relationships with customers? At the end of the day, do you want to know that you made a difference in someone's life? Then Platinum Supplemental Insurance is where you need to be. Our customer service specialists respond to basic product questions and handle sensitive claims requests over the phone. The one-on-one professional customer care you will provide in this position is a Platinum hallmark, giving you the opportunity to make a difference and grow your career.

If this sounds like the next step in your career, and you want to work with a fun, talented team, keep reading and apply today.

## **Primary Responsibilities:**

- Provide an overall outstanding customer service experience as a No. 1 priority
- Learn about and develop a confident knowledge of Platinum's products, services and processes, so you can provide effective assistance to Platinum's customers and outside sales representatives over the phone
- Accept inbound call activity as assigned
- Maintain accurate records of customer and agent interactions and transactions using multiple computer programs and systems
- Protect the private health information of all customers
- Develop positive long-standing relationships with customers through multiple interactions over the life of their policy
- Respond to questions from Platinum sales representatives about product information and procedures
- Perform miscellaneous clerical duties when needed, such as processing mail, handling applications and assisting in claims processes
- Participate in continuing education requirements relevant to new policy changes
- Study to become a licensed insurance agent (Platinum will assist with your successful completion of the required insurance licensing as part of training, if needed.)

## **Job Requirements:**

- High school diploma or equivalent
- Previous sales, customer service or call center experience beneficial
- Competency in Microsoft Office programs (Word and Excel)
- Ability to maintain a high level of organization and efficiency
- A commitment to providing pleasant, professional and responsive service to all customers, internal and external
- Excellent listening skills and a thorough, resourceful approach to problem-solving customer questions and concerns
- Desire to work in a fast-paced, team-oriented environment.

## **Benefits:**

- *NO WEEKEND OR HOLIDAY HOURS*
- Excellent compensation and benefits package (including health, dental and vision insurance; life insurance; short- and long-term disability; retirement plan with employer matching; and flexible spending account)
- Paid vacation and holidays
- Ongoing career development and resources provided to help you achieve your personal and professional goals
- Employee health and wellness program that includes free personal training, if desired
- Casual dress
- Typical workweek: Monday - Thursday 8 a.m. - 5:00 p.m. and Friday 8 a.m. - 3 p.m
- Beautifully, up-to-date office facilities on Dubuque's thriving, historic Main St.

## **Equal Opportunity Employer:**

Platinum Supplemental Insurance is committed to providing equal employment opportunities (EOE) to all employees and applicants for employment without regard to race, color, gender, religion, sexual orientation, national origin, age, disability, marital status, amnesty or veteran status.

## **How to Apply:**

For consideration, applicants should submit their resume and reference information to [employment@pltnm.com](mailto:employment@pltnm.com). We perform a thorough hiring process in a timely manner for the benefit of our candidates and for Platinum's long-term success. Please be prepared to complete all the required sections of the application.