



# 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? At Platinum, we serve over 70,000 customers who have one of the supplemental insurance products we market for cancer, critical illness or injury. Our customer service specialists play a very important role in responding to basic product questions and handling sensitive claims requests over the phone. We take pride in the fact that when our customers call, they will always talk one-on-one with a professional customer service representative in our Dubuque office.

Truly excellent customer service skills are valuable, and that's what we're looking for to grow our customer service team. You'll work with customers during challenging times, but you can make a profound impact on every individual you work with.

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 and outbound call activity as assigned
- Maintain accurate records of customer and agent interactions and transactions
- 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 the candidate's 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:**

- 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. - 4:30 p.m. and Friday 8 a.m. - 4 p.m
- Beautifully renovated 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).