

## **CUSTOMER SERVICE POSITION**

*"American Freedom Insurance is a great place to work. I am able to have open conversation with everyone here." ~ Employee of 2 years*

**American Freedom Insurance Company (AFIC) is a leader in the nonstandard automobile insurance industry. We are an expanding midsized, profitable company doing business in Illinois, Indiana, Pennsylvania, and Tennessee. We are looking for dedicated candidate to contribute their skills in a fast paced and growing organization. AFIC is a financially strong "A+" Superior rated insurance company by A.M. Best. This position is located in Mt Prospect – A northwest suburb of Chicago.**

*"My job is rewarding, challenging, and I enjoy working for a growing company." ~ Employee of 19 years*

### **The ideal candidate will have the following:**

- ***Bilingual Spanish/English***
- Experience in customer service field, call center, or collections
- Ability to multitask and work in a fast paced, high volume phone call environment
- Proficiency working on a computer
- Good communication skills
- A responsible and conscientious nature
- Good problem solving aptitude
- Attention to Detail and Excellent Quality

### **Key responsibilities include:**

- Answer and respond to telephone inquiries
- Data Entry to Company computer systems
- General Office Work
- Other duties as assigned

### **The Position:**

- Full Time 40 Hour Work Week: 8am-5pm Monday-Friday, and occasional Saturdays
- Paid Training
- Job Acceptance Bonus of up to \$300 with qualifying conditions
- 401K - with company contribution of up to 4% of salary
- Attractive Health insurance plans -- United Health Care PPO, HMO or Select
- Discounted Individual Vision and Dental Plans
- Holiday Pay & PTO
- Casual Work Environment
- Employee Referral Program

For more information about American Freedom please visit our webpage - [www.americanfreedomins.com](http://www.americanfreedomins.com)

Job Type: Full-time

Pay: \$16.00 - \$20.00 per hour

COVID-19 considerations:

Please note that American Freedom Insurance Company is following the CDC and IDPH COVID-19 Safety Guidelines.