

## **Customer Service Representative**

*"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:**

- Bilingual Spanish/English - Helpful
- Experience in Customer Service Field, Call Center, or Collections
- Clerical or Data Entry Experience
- Ability to Multi-Task and work in a fast paced, call center environment
- Proficiency working on a computer
- Confident with Phone Inquiries
- Great Communication Skills
- A Responsible and conscientious nature
- Great Problem-solving aptitude
- Attention to Detail and Excellent Quality

### **Job Responsibilities:**

- Help Customers with their insurance claims needs
- Report new claims
- Answer and Respond to telephone inquiries
- Handle and gather confidential information
- Data Entry to company software systems

### **What we offer:**

- 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 Retirement Plan with Company match – up to 4%
- Attractive Health Insurance Options – United Health Care (HMO/PPO)
- Discounted Individual Vision and Dental Plans
- Holiday Pay
- PTO

- Employee Referral Program
- Casual Dress Code

***Same/next day interviews available and immediate hires possible.***

Job Type: Full-time

Pay: \$16.00 - \$23.00 per hour

COVID-19 considerations:

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