



CITY STATE BANK

**WE'RE
HIRING**



**INSURANCE
SERVICES**

Insurance Agent / Customer Service Representative

INSURANCE DEPARTMENT - GRIMES LOCATION

SUMMARY

Bank owned independent insurance agency looking for customer service representative / agent to provide service to existing customer base and help facilitate agency growth. The ideal candidate will have experience with property and casualty, life insurance, and health insurance and must possess a service-oriented skill set. This person should strive for continued career growth.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: *(Other duties may be assigned as needed)*

- Provide excellent customer service by explaining personal, commercial, life, health, and farm coverage and premium information. This candidate will handle endorsement and certificate requests along with policy orders.
- Prepare quotes, binders and related correspondence.
- Cross-sell departmental products and services to existing customer base.
- Refer inquiries and leads to other departments within the organization.
- Prepare billings for agency services monthly statements and provides customer service for walk-in and telephone customers.
- Perform miscellaneous office support duties as needed.
- Maintain agency files.
- Work with various company field representatives as needed to review product updates.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Individual must be detail- and service-oriented and display an ability to work well with a team.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent required. College degree preferred. We are looking for someone with experience in the insurance industry that could seamlessly transition into our existing agency operations.

LANGUAGE SKILLS

Ability to read and interpret documents and policy forms. Ability to write and speak effectively before customers or employees of organization.

CONTINUED ON BACK.



INSURANCE SERVICES

Insurance Agent / Customer Service Representative INSURANCE DEPARTMENT - GRIMES LOCATION (CONT.)

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. This candidate must be able to problem-solve in a friendly manner.

CERTIFICATES, LICENSES, REGISTRATIONS

Have a valid Iowa property and casualty (personal and commercial), life and health agent license or be willing to pursue. This must be completed within 30 days of employment date.

OTHER QUALIFICATIONS

Must be able to operate PC and various software packages such as Microsoft excel and word. Must be able to operate a telephone, copy machine, fax machine, and calculator.

COMMENTS

Agency is open to discuss a salaried plus commission position for the candidate that is eager to establish and grow a book of business.

TO APPLY



Stop in to pick up an application at any of our bank locations.



Email Cole Adair with City State Bank Insurance Services at cadair@citystatebank.com



Call Cole Adair at 515-986-3306