

Insurance Agency Support Specialist

Full Time

F & M Insurance Services is an independent insurance agency. We help customers with their insurance needs and service clients by helping them find insurance solutions that fit their needs. Our primary office is located in Preston, MN with connections to F & M Community Bank staff in the Preston, Chatfield and Rochester, MN locations.

We are seeking a candidate who is consistent, reliable, willing to learn and able to accept instruction; someone who can see a project through to the end, who is focused, and has the customer's needs as their top priority. This role assists customers and supports two agents.

Essential Duties

- Receptionist; greeting customers, assisting them and if necessary, connecting them with an agent who can help them further.
- Answering phones in a prompt and pleasant manner; assisting when appropriate or forwarding to an agent who can.
- Written communication in the form of email and letters.
- Monitor supply inventory and place orders
- Accepting and posting payments and billing
- Using computerized company Agency Management System
- Preparing reports for monthly agency meetings
- Willing to learn agency bookkeeping system
- Willing to become licensed in Property/Casualty Insurance
- Attend educational meetings as needed

Qualifications:

- High School diploma or GED
- Customer Service skills
- Ability to communicate effectively and professionally both verbally and written
- Ability to problem solve and research information
- Positive and solution oriented
- Multi-task and respond to needs
- Organized and can prioritize tasks
- Will use technology to assist in following through on tasks to completion
- Ability to work as part of a team as well as independently
- Must possess computer skills. Knowledge of Microsoft Office and Windows-based applications helpful
- Proven to be highly dependable and self-motivated
- Is curious and able to ask questions to achieve informed results

Starting wage ranges between \$19-\$22/hour. Benefits include PTO, Holiday Pay , 401(k), Cafeteria Plan, Health/Dental/Vision Insurance, Life Insurance, and ST and LT Disability Insurances.