



Career Services Network Job Posting

Date Posted: Feb. 26, 2010

Name of Company: Hanover Insurance Group

**Insurance Service Professional
Howell, MI
Full-time**

The Hanover Insurance Group is seeking an experienced Call Center Insurance Service Professional to support the Personal Lines division in our Howell office.

Position Summary:

As a Call Center Insurance Service Professional, you will play a vital role in our success. The Personal Lines Customer Service Center team is an evolving and highly successful program which lies at the forefront of our strategic plan.

Our comprehensive training program will provide you with skills normally acquired only after years of experience in several positions.

As a fully trained Insurance Service Professional, you will possess a skill set uniquely valuable to a variety of internal operations, maximizing your potential for growth and continued challenges.

The successful employee in this role has a Property and Casualty license and has the ability to service, cross sell, and up sell in multiple states. He or she must have the ability to perform multiple tasks, including answering simple to complex customer inquiries, process policy and billing changes, research and communicate underwriting guidelines and coverage requirements to agents and insureds.

Must be able to achieve the requirements while achieving measures within or above stated goals:

- Time on Phone (in bound calls) assisting agents and insureds with underwriting, processing and billing inquiries while simultaneously making changes to policies as needed 70%
- Research and follow-up activity (out bound call backs, etc.) 15%
- Processing activities (policy changes, letters, breakdowns) 15%

Key Job Duties:

- May recommend and sell additional or increased coverage in appropriate situations and within specified guidelines - dependent upon Regional location
- Interpret the rates and rules of Personal Lines policy changes, renewals and new business transactions by accessing resources defining the codes
- Recommend changes in systems/procedures/workflow to gain process efficiencies and meet changing customer needs
- Answer routine to moderately complex telephone inquiries received from customers/clients
- Must use established guidelines and techniques such as timeliness, quality and effectiveness to respond to all inquiries
- Review incoming written correspondence, request additional details when needed and draft written communications in response to service requests received from customers
- Complete routine

policy change transactions online within specified guidelines • Process policy change and some policy issuance transactions received through various channels within specified guidelines • Process error corrections • Obtain MVR (Motor Vehicle Report), CLUE, and insurance score or merit rating information • May require the interpretation and verification of coverage's and data • Provide insurance quotes to agents and policyholders • Research and reconcile discrepancies in direct billing records • Provide in depth insurance guidance and education to customers as appropriate

- Liaison with departments to resolve identified issues/problems

Position Requirement:

- Should possess a Property & Casualty License
- Exceptional customer service, phone and follow up skills
- 2-3 years of experience in an Agency or Carrier environment
- Ability to commit to aforementioned training program and call center schedule

Contact Information:

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