

Full-time Job Opportunity at NJM Insurance Group

NJM, a top-rated insurance company, is hiring in our Personal Lines Department for Personal Lines Representatives for our Contact Center, at our West Trenton, NJ location. Personal Lines Representatives answer and respond to inbound telephone calls from prospective and current policyholders. Provide assistance and superior customer service while determining coverage and administering transactions. Formal in-house training is provided.

Hours are:

Monday, Tuesday, Wednesday, Friday (9:45 a.m. - 6:00 p.m) and Saturdays (8:30-4:45pm).

or

Monday, Tuesday, Thursday, Friday (9:45 a.m. - 6:00 p.m) and Saturdays (8:30-4:45pm).

These hours include a 5% shift differential

Job Responsibilities

- Respond accurately and effectively to an equitable proportion of telephone inquiries from prospective and current policyholders.
- Complete necessary follow ups and workflow transactions in a timely and efficient manner.
- Provide quality assistance and customer service in a professional and timely manner.
- Navigate in a computerized environment to access appropriate information to service the policyholder

Job Requirements

- Excellent verbal and written communication skills
- Working knowledge of computers including accurate keyboarding skills
- Superior listening skills
- Strong multi-tasking ability
- Previous call center experience handling inbound calls is preferred
- Bachelor's degree preferred
- PL Producer's Authority preferred
- If not currently licensed, must pass the Producer's exam. Initial training will be provided prior to exam
- Bilingual skills are a plus

NJM is proud to be an equal opportunity employer. We are committed to attracting, retaining and promoting a diverse and inclusive workforce that is fully representative of the diversity that exists in the communities in which we do business.

Interviews will be conducted on-site at Veterans House on Monday, December 3 from 10:00 a.m. till 3:30 p.m. Sign up today to meet and interview with an NJM recruiter.