



VIRTUAL INSURANCE

PRO

Licensed P&C Customer Service Representative

Virtual Insurance Pro (VIP)

Come join us and work in the best office environment ever – from the comfort and convenience of your own home! Virtual Insurance Pro (VIP) currently has opportunities for experienced insurance customer service representatives in both personal and commercial lines. VIP provides a full range of services to independent insurance agencies and their customers throughout the country, through our team of home-based P&C insurance professionals.

VIP is currently seeking detail-oriented Licensed P&C Customer Service Representatives who will possess a general understanding of personal and/or commercial insurance and demonstrates a clear ability to recognize customer needs and provide the best possible service. The Licensed P&C Customer Service Representative will work as part of an expanding team of professionals to support agency needs. This is a great opportunity for an individual who can multi-task and enjoys working as part of a supportive team.

Our work-from-home professionals provide a full-range of insurance services to our clients and their customers through the use of high-speed internet connectivity to access an agency's management system and insurance carrier websites. VIP provides the support you need to be successful including state of the art computer equipment, proprietary training and tools, a team approach, and supportive management.

Licensed P&C Customer Service Representative Qualifications and Skills

- Minimum of 3 years' experience in property and casualty insurance; Property and Casualty License required
- Experience in either personal or commercial lines, experience in both a plus
- Proficient in Massachusetts Auto and Registry a plus
- Strong written and verbal communication skills
- Proficient working knowledge of Microsoft Office Suite, including Excel and Outlook
- Strong data entry skills and website navigation
- Adaptability to varying customer personality types and situations
- Eager to work in a collaborative, fast-paced, team environment
- Patience, empathy, and professionalism
- Effective time management
- A private, distraction-free work area is necessary, although a separate office is NOT required



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Why You Should Apply

- Competitive wage, employer supported health insurance, employer funded Life, AD&D, LTD and STD Insurance, and a wide range of voluntary insurance options
- 401K plan with company discretionary match
- Paid sick, vacation, personal and holiday time
- The most convenient and attractive commuting, parking, and dress code benefits EVER!

Licensed P&C Customer Service Representative Job Responsibilities

- Answer customer calls and assist with payment and billing questions; assist with online payments
- Handle policy change requests via phone or email from customers and third parties; implement changes online at the insurance carrier website
- Review policy coverages and issue certificates of insurance and evidence of insurance or binders
- General phone and email correspondence with customers related to renewals, cancellations, and insurance carrier requests as needed

Equal Opportunity Employer

Virtual Insurance Pro is an equal opportunity employer, dedicated to building an inclusive and diverse workforce.

Virtual Insurance Pro is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will Virtual Insurance Pro discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.

Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

[Apply Now!](#)