

## Customer Service Representative I

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|--------------------------|---|
| DATE:                    | March 8, 2012   |
| SALARY:                  | 2224/2780/3335  |
| JOB DESCRIPTION:         | Provide outstanding Customer Service for the Germania Claims Department. Fields questions regarding claims handling procedures and inquiries into existing claims. Obtains information from callers to establish nature, severity and urgency of loss. Consults and advises callers on appropriate action to take before an adjuster arrives. |
| TYPICAL WORK CONDITIONS: | Office – Home Office  |
| EQUIPMENT USED:          | PC/CRT, Telephone, Calculator   |
| KNOWLEDGE/TRAINING:      | Ability to learn Germania's 15 Lines Of Business and desires to continue to learn coverages and policy provisions. Knowledge of claims handling procedures. Strong aptitude for helping others.   |
| ESSENTIAL TASKS:         | Via telephone: Answers coverage questions, handles complaints, takes new losses directly reported to Home Office and routes those new losses to assignment coordinator or direct handling units. Gives field staff detailed coverage information.   |