



Join our community
of good neighbors

Customer Care Service Representative

The Customer Care Center (CCC) partners with our State Farm® agency force to create a consistent experience for customers regardless of how or when they interact with State Farm. **CCC Service is**

A Peek at What Customer Care Service Representatives Do

- Use scripted responses to assist customers, agents, and State Farm employees by phone
- Manage a variety of customer service situations
- Answer insurance-related questions from callers
- Take initial loss reports and provide claim personnel contact information
- Take payments and answer bill related questions
- Take and send detailed messages to agents/claims personnel
- Provide emergency customer assistance while on the phone, utilize computer technology to access online job aids, navigate the State Farm intranet to locate information, and electronically file claim reports
- Apply State Farm policies and procedures to unique situations
- Work in a contact center environment
- Provide in-language service for Spanish speaking customers

Skillssets Preferred

- Ability to provide remarkable customer service in all interactions with customers and associates
- Ability to multi-task by managing phone calls while efficiently navigating between multiple computer screens
- Ability to clearly communicate policies and procedures and connect with customers over the phone

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\$ 10⁰⁰ / Per Hour