



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 dedicated to providing a high level of service to our customers, agents, and employees.

### 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

### Skills 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

Willie Pollard Ins Agcy Inc  
Willie Pollard, Agent

1317 N Tyndall Pkwy  
Panama City, FL 32404-3200  
Bus 850 872 0414 Fax 850 872 8770  
willie.pollard.cvlw@statefarm.com



- 30 Hours per Week  
- Mon-Fri. Flexible Schedule  
- \$10.00+ per Hour