



Iowa FAIR Plan Association
2700 Westown Pkwy Ste 220
West Des Moines, IA 50266
515 255-9531
info@iowafairplan.com

Position Title: Customer Service Representative

A. Summary

Provide administrative support to underwriters and management staff. Provide prompt, efficient, high-quality service to designated accounts in support of policyholders and producers. There are career paths to personal lines underwriting, commercial lines underwriting, and claims adjusting. Note: This is not a sales position. The Iowa FAIR Plan Association office is calm work environment.

B. Position Functions

1. Answer, screen and forward incoming phone calls while providing information about insurance policies and billing inquiries when needed.
2. Ensure that policy transactions and renewals are issued, and changes are recorded correctly.
3. Generate and forward premium billing notices to the insured and reviews payments for reinstatement.
4. Confirm that the systems are working as required and that the previous day's transactions were processed as expected.
5. Provides underwriting assistance and general clerical administration for applicable lines of business underwriters.
6. Prepares mailing of direct notice of cancellations and non-renewals and takes to post office for mailing.
7. Corresponds with producers regarding changes and additional information needed for agency profile and monitors and assists producers with agent access usage.
8. Gets outgoing mail, applies correct postage, and sends special mailings assigned.
9. Enter information on spreadsheets pertaining to Participation Premium Report and proxy reports.
10. Performs other functions as assigned by management.

C. Knowledge, Skills, and Abilities

Self-starter with good verbal and written communication skills. Ability to use personal computers and various software programs, including Microsoft 365.

D. Other Requirements

1. Iowa Personal Lines agent license **or** ability to be licensed within 3 months of hire date.
2. Two to three years previous experience with carrier, county mutual, or agency **or** equivalent customer service experience.
3. Ability to work as a team member.

E. General

1. This job description is intended to describe the level of work required of the person performing the job.
2. Essential functions are outlined; other duties may be assigned as needs arise or as required to support essential functions.
3. This description is not intended as a contract and is subject to unilateral change and revision by management.
4. Any written contractual agreement will supersede this job description.
5. All requirements may be modified to accommodate physically or mentally challenged employees.