State Farm Customer Service Representative Job Description

- Provide exceptional customer service to customers by resolving issues or concerns in a timely manner
- Answer questions from customers regarding insurance policies, claims, billing, payments, etc.
- Process applications for new business and renewals
- Solve problems that arise with the company's computer systems
- Maintain records of all transactions made by the company
- Cross sell products and services
- Assist agents with training
- Follow up on complaints received from customers
- Work closely with other departments within the company to ensure smooth operations
- Resolve problems with the company's internal processes
- Attend meetings and conferences
- Answer phone calls from customers
- Handle incoming requests for policy changes
- Help customers make payment arrangements
- Ensure customers' accounts are correct and current
- Collect and record data necessary for processing claims
- Keep accurate records of customer transactions
- Ensure that customer files are organized and accessible
- Update customer profiles when needed
- Communicate with other department members
- Participate in special projects as requested.