

State Farm Insurance Agent Job Description

- Make sure that all necessary documents are submitted when filing a claim
- Ensure that the claims process is handled properly so that payments can be made quickly
- Ensure that the right amount of money is being paid out to each insured party
- Maintain records of all claims filed and ensure that these records are kept up-to-date
- Keep the office clean and organized
- Provide customer service to customers who contact them regarding any questions or concerns related to their insurance coverage
- Follow all procedures set forth by the insurance company
- Be available at all times during business hours to answer any questions that may arise
- Any suspect activities should be reported to the appropriate authorities
- Work closely with the local agents and adjusters to resolve issues
- Assist the field adjuster assigned to the case if he/she needs assistance
- Answer phone calls and take messages
- Maintain accurate records of all transactions
- Resolved disputes between parties involved in an accident
- Conduct inspections of damaged property
- Handle billing and invoicing.