

State Farm Sales Representative Job Description

- Provide advice to customers regarding their insurance needs
- Answer questions from customers
- Explain policies and procedures to customers
- Assist in processing claims for customers
- Resolve customer complaints
- Ensure all documentations are completed accurately
- Follow up on outstanding issues
- Keep accurate records of customer transactions. (This includes keeping track of payments made.)
- Render professional service, promptly and courteously to customers
- Treat customers fairly and with respect
- Handle calls promptly and accurately
- Complete necessary forms accurately
- Have thorough knowledge of State Farm products and services
- Promote State Farm's interests and those of its agents
- Know how to use computer software programs
- Comply with company rules and regulations
- Work effectively within a team environment
- Respect confidentiality
- Support fellow workers
- Participate in community activities.