

Customer Service Representative (CSR)

Come be a part of our team! We are seeking a Customer Service Representative to serve as our client's initial and primary point of contact with the underwriting department. This position requires excellent communication skills, listening skills, patience, and empathy.

This is a full-time position, Monday to Friday, 9 am to 5 pm with a one-hour lunch. Work will be in person at our office location in Cary, North Carolina with the potential to work 1 to 2 days per week remotely.

Job Duties

- Must be able to effectively communicate, multi-task, problem-solve and handle tasks quickly and tactfully with all staff levels and clients.
- Must demonstrate outstanding client service skills and maintain client confidentiality.
- Manage incoming telephone calls and email inquiries daily.
- Identify and assess client's needs and work with them toward resolution.
- Provide education and assistance to clients regarding use of our online customer portal and mobile app, including how to access policy and billing documents, make a payment, request policy changes, and submit policy applications.
- Discuss policy details and assist clients regarding online payments, policy changes, and other requests.
- Escalate telephone calls and email inquiries to underwriters as necessary.
- Contact and communicate with potential new clients via in-person meetings, emails and phone calls.
- Performs other office/clerical/underwriting duties as needed.

Qualifications

- High school diploma or general education degree (GED).
- 1 year of customer service experience.
- Work experience with a law firm or in the legal field preferred.
- Excellent communication and presentation skills.
- Ability to multi-task, prioritize, and manage time effectively.
- Strong problem-solving skills.
- Positive attitude and genuinely excited to help customers.

Who We Are

We have been in business since 1977 providing professional liability insurance to North Carolina lawyers. Every officer and employee at Lawyers Mutual is committed to professionalism and service to North Carolina lawyers. We care about the work we do and the people we work with. We strive to be the best at what we do, by helping each member of our team be successful.

Apply

Email cover letter and resume to hr@lawyersmutualinc.com.