



Insurance Customer Service Representative

1st Fed Insurance Services is an independent insurance agency offering a wide range of insurance products for individuals and businesses. We are seeking a candidate with excellent customer service and organizational skills for our customer service representative opening at our Charleston location.

1st Fed Insurance provides very competitive salaries and benefits as well as a great working environment. This position also offers opportunities for advancement, including earning your insurance license with training and support from 1st Fed Insurance.

Duties & Responsibilities:

- Greet and assist customers
- Answer phone calls
- Perform general office duties, including filing, scanning, and sorting mail
- Process customer premium payments
- Perform data entry in spreadsheets and insurance software

Required Qualifications:

- High school education
- Customer service experience
- Excellent communication and interpersonal skills
- Excellent organizational skills
- Strong computer skills, including Microsoft Office

Preferred Qualifications:

- Some college
- Insurance experience

Salary and Benefits:

- Salary range \$16.50 - \$27.50 per hour, commensurate with experience
- Annual bonus based on individual performance and overall profitability
- Medical, dental, and vision insurance
- Generous 401(k) matching
- Paid time off and paid holidays
- Wellness program

About 1st Fed:

1st Fed Insurance is a subsidiary of 1st Fed of Central Illinois, a savings bank with branches in Shelby and Coles County. We are a locally owned and managed community bank, and we pride ourselves on providing outstanding financial services to our communities as well as some of the best careers that Shelby and Coles County have to offer. We invest in our employees and focus on building long-term careers as we continue to grow as an organization. 1st Fed Insurance is an important and growing piece of our business, and we look forward to adding more members to the 1st Fed family!