

**Title:** BILINGUAL CUSTOMER SUPPORT SPECIALIST  
**Classification:** Non-Exempt  
**Reports to:** Operations Manager  
**Supervisory:** None Required

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**POSITION SUMMARY:**

The *Customer Support Specialist* receives and accurately responds to customer service phone calls, emails and other forms of communication. Handles policy related questions, billing questions and FNOL/claims questions. Receives Inbound calls from insureds, agents and 3rd parties.

**ESSENTIAL JOB FUNCTIONS:**

- Follows general customer service procedures as outlined in various clients' Standard Operating Procedures (SOP's)
- Processes high volume of calls and frequent procedural changes with accuracy rate of 98% or better against Service Level Agreements (SLA's)
- Tracks and elevates any aberrations in normal customer service activities that would be indicative of potential problems.
- Documents calls accurately at the policy level within multiple software systems, including credit card acceptance with 3rd party software.
- Works independently; manages workload effectively; multi tasks to accomplish position duties.
- Initiates follow up calls, emails and letters as needed for specific service issues.
- Manages a high volume of work, and frequent procedural changes in a fast paced environment.
- Establishes and maintains positive relationships with insureds, agents and client company representatives through friendly, customer-oriented service.
- Communicates in a professional manner, both verbally and in writing.
- Assists as requested or needed in other functional areas of Covenir; such as underwriting, billing, & print.
- Responds in CAT events for FNOL call intake, which may include night and/or weekend work.
- Assists in building positive work culture.
- Performs other duties as assigned.

**COMPETENCY & EDUCATION SPECIFICATIONS:**

- Fluent Bilingual English/Spanish REQUIRED.
- 4+ years' experience in an insurance related environment; insurance agent license a *plus!*
- 4+ years' experience with personal lines insurance preferred.
- 2+ years' customer service experience; proven track record of exceptional dedication to provide friendly, customer-oriented service.
- Demonstrated communications skills, both orally and in writing, and strong interpersonal skills are essential. Excellent organizational, written, and communication skills; ability to communicate with all levels of employees internally, and customers externally.
- Must be detail oriented and able to multitask.
- Proficiency with Microsoft Office Suite.
- Strong problem solving and analytical skills; ability to reason logically and provide solutions.

**ENVIRONMENT & PHYSICAL DEMANDS:**

- Works 40+ hours per week. Rotating work schedule will include hours between 8AM-8PM, M-F.
- Availability to be 'on call' or work extended hours on occasion, as required by the customer.
- Mostly sedentary. Regulated indoor environment - natural and/or florescent lighting.
- Open concept work environment – light to moderate noise activity.

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