CAREER PATHWAY: CUSTOMER SERVICE REPRESENTATIVE

What do they do? Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

People with these roles and responsibilities are also called: Customer Service Representative, Account Manager, Account Representative, Client Services Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative

Some typical job duties include:
- Talk with customers to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that changes were made to resolve customers’ problems.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $32,240

OHIO JOB OUTLOOK

11,760 Annual projected job openings

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

How to advance:

Associate ($20,000–$35,000)
- REQUIRED FOR ENTRY: High School Diploma

Specialist ($30,000–$75,000)
- REQUIRED FOR ADVANCEMENT: Multiple Years Related Work Experience, Professional Certification

Managerial ($50,000–100,000)
- REQUIRED FOR ADVANCEMENT: Multiple Years Related Work Experience, Professional Certification

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Offered by many community colleges

- Independent Insurance Agents and Brokers of America

Certified Insurance Service Representative
- The National Alliance for Insurance Education and Research

Associate, Customer Service
- Life Office Management Association

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!