



Work for a company that appreciates you!



Customer Service Agent

Join a team that is committed to ensuring that our employees feel empowered, valued, and have opportunities for career growth and advancement. A positive work environment, competitive salaries, and an attractive benefits package explain why so many qualified professionals choose MMG Insurance.

Responsibilities include but are not limited to:

Serves as the Company's first point of contact for customers. Also serves as a member of MMG's Customer Care Team and in this capacity provides service directly to customers on behalf of Agency Partners participating in MMG's Customer Care program. As needed may assist with calls that require escalation beyond the Customer Service Representative. Provides customer service and telephone assistance with payments, billing, policy and claims information; technical support and various other general inquiries. Performs various data entry assignments to support the production and servicing of insurance policies. Sets-up all reported First Notices of Loss.

As directed by the Customer Service Manager or Supervisor may assist Senior Customer Service Agents with mentoring.

Qualifications:

- Associate's degree and 1-2 years related experience and/or training; or equivalent combination of education and experience.
- Demonstrates excellent verbal and written communication skills.
- Excellent telephone etiquette and interpersonal skills.
- Solid time management and organizational skills.
- Results driven and self-motivated.
- Understands the importance of teamwork.
- To perform this job successfully, an individual should have knowledge of Office Productivity software such as Spreadsheet, Word Processing, and Communications software. As well as the company's computerized service platforms.

Benefits offered by MMG:

MMG offers competitive benefits including options and choices to fit your needs such as medical, dental, life insurance, employee profit-sharing, disability income protection, 401k plan, paid time off, and education financial assistance.

About MMG:

Established in 1897, MMG has a rich history of providing peace of mind to our customers. We are headquartered in Presque Isle, Maine with operations in Maine, Vermont, New Hampshire, Pennsylvania and Virginia. A firm commitment to our employees and community along with outstanding customer service is our hallmark.

Please mail cover letter and current resume to:
HUMAN RESOURCES, ATTN: Recruiting, MMG Insurance Company
POB 729, Presque Isle, Maine 04769
Or email to human.resources@mmgins.com
Visit us at www.mmgins.com
or find us on Facebook at www.facebook.com/mmginsurance

