



JOIN THE ASSURANCEAMERICA TEAM

Do you want to be part of an organization where you are valued, and your ideas and opinions have an impact? *Join the AssuranceAmerica team.*

For more than 25 years, AssuranceAmerica has provided superior property and casualty insurance products through contracted independent agents and directly to customers.

Our team succeeds through diversity of thought, experiences, skills, and backgrounds.

Customer Experience Representative

The Customer Experience Representative will serve as the initial point of contact for our customer, managing inbound calls related to underwriting and billing issues, program inquiries, policy changes, and other corporate matters.

This position requires someone who is enthusiastic about creating positive, solution-focused experiences for others, demonstrates a moderate level of technical proficiency, and maintains a confident and professional phone presence. The ideal candidate will build authentic rapport with agents and policyholders, delivering personalized support that reinforces the value of partnering with or being insured by AssuranceAmerica.

This is a unique opportunity to join a growing company where your impact will be seen, and your career can flourish. High-performing team members in this role will have clear paths to advance within the Customer Experience department or explore new opportunities across other fast-growing areas of the business.

About the ROLE

Each day at AssuranceAmerica is different, but as a *Customer Experience Representative*, you will:

- *Serve as a problem-solver on the front lines, responding to inbound customer calls with a focus on identifying root cause of issues, analyzing unique situations, and delivering accurate, personalized solutions that align with company standards and customer needs.*
- *Apply sound judgement and critical thinking when assisting with underwriting activities, ensuring timely and appropriate handling of exceptions or nuanced policy scenarios.*
- *Navigate and leverage the policy management system efficiently, using its tools to troubleshoot issues, improve processing accuracy, and identify trends or recurring challenges.*
- *Collaborate across the team with a solutions-oriented mindset, contributing to team discussions and best practices that enhance customer outcomes and operational effectiveness.*
- *Prioritize and organize daily tasks with attention to detail and time management, ensuring timely and thorough resolution of customer inquiries and back-end responsibilities.*
- *Consistently meet or exceed departmental KPIs and performance metrics by balancing efficiency with high-quality customer engagement.*
- *Demonstrate initiative and a growth mindset, actively seeking opportunities to broaden knowledge across departments and contribute to process improvements – positioning yourself for future advancement into roles in underwriting, sales, claims, or operations.*



About YOU

- *You thrive in a fast-paced, technology-driven environment and can adapt quickly to changing demands.*
- *You're confident making independent decisions by analyzing multiple data points and applying sound judgment.*
- *You consistently demonstrate integrity, professionalism, and accountability in everything you do.*
- *You collaborate well with others and contribute positively to a team-oriented culture.*

Required

- *Bachelor's degree OR 1-2 years of experience in a role requiring critical thinking, problem resolution, and direct interaction with clients or stakeholders.*
- *Creative problem-solving abilities, with the capacity to collaborate across departments and consider diverse perspectives in decision-making.*
- *Excellent PC skills.*

Preferred

- *Bilingual (English-Spanish).*
- *Experience in inside sales, supply chain, or logistics roles involving client support and a solutions-focused approach.*

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to navigate various departments of the organization's physical premises.

About US

- We are direct, results-driven, and dedicated to the success of our business and each other.
- We are a diverse group of thinkers and doers.
- We offer many opportunities to grow in your professional skills and career.
- We fight homelessness by directing 5% of our earnings from each policy we sell to organizations that help those in need. We call it our Generous Policy.

WHAT WE OFFER

- **AssuranceAmerica provides these benefits to Associates:**
 - **Premium healthcare plans:** All full-time Associates and part-time Associates working a regular schedule of 30 hours, or more, are eligible for day one benefits including Medical, Dental, Vision, Voluntary Life, Flexible Spending Accounts, and a Health Savings Account.
 - **Employer Paid Benefits:** We enroll all eligible Associates in Group Life and AD&D Insurance, Short- and Long-Term Disability Plans, Employee Assistance Program, Travel



Assist, and the Benefit Resource Card which includes Teladoc™, Pet Insurance and Health Advocate.

- **Additional Benefits:**

- **401(k) Employer Match:** We want to help you prepare for the future, now. All full-time and part-time Associates over age 21 are eligible to participate in the 401(k) Savings Plan. ***AssuranceAmerica will match 100% of the first 4% of an Associate's contributions.***
- **Engagement Events.** We make time for fun activities that strengthen Associate relationships in all our locations.
- **Annual Learning Credit:** Want to learn something new? We'll reimburse you for approved educational assistance.

- **Time Off:**

- Paid Time Off (PTO), Parental Leave Pay, Volunteer Time Off (VTO), Bereavement Pay, Military Leave Pay, and Jury Duty Pay.

YOU'RE INVITED TO [APPLY](#)

We believe the right fit is more important than a checklist. If you have most of what we're looking for in this role and our culture and mission speak to you, contact us. We want to hear from *you*!