

## **Join the Ihry team! Full-time Commercial CSA – West Fargo!**

### **Competitive benefits and salary!**

#### **Key duties and skills:**

- Assist customers with any problems and provide solutions, either in person, via e-mail or on the phone. Must be professional and friendly.
- Maintain records of customer interactions and transaction, as well as individual follow-ups.
- Assist with new customer set up.
- Process claims, endorsements and certificates and prepare renewals.
- Various projects when requested consisting of, but not limited to:
  - Quoting / Requoting
  - Entering marketing submissions
- Strong computer skills, along with good written and verbal communications skills are a must.
- Detail-oriented individual with ability to multi-task.
- Handle support for personal, commercial and farm policies.
- Ability to identify opportunities for cross-sell and up-sell.

#### **Experience:**

- High school diploma required.
- 1 or more years of Customer Service experience.
- Pass Property & Casualty Insurance exam within 90 days.
- Familiarity/Knowledge of Applied EPIC system a plus.

**Send resume to Leslie A. Bertsch – [leslie@ihryins.com](mailto:leslie@ihryins.com)  
no later than Friday, January 15<sup>th</sup>.**



*Ihry Insurance Agency Inc. is an equal opportunity provider and employer.*