



OVERVIEW:

Arrowhead Aftermarket is looking for a high performing customer service professional to join our team. As a Senior Customer Service Representative, you will be able to utilize your skills to provide excellent service to our customers and sales producers by responding to phone calls or e-mails requesting service items or changes to their policies.

Arrowhead Aftermarket, operating as a division of Brown & Brown Insurance, is a narrowly focused market leader in providing insurance products and services to automotive industry businesses. Our specialized approach offers access to business insurance programs via our program administrator Arrowhead General Insurance Agency, Inc. in addition to our extensive portfolio of various insurance carriers.

Arrowhead Aftermarket offers a benefits and compensation package that meets today's most important needs and includes:

- A challenging and stimulating career that provides growth and development.
- Group medical, dental, vision, HSA, life, and disability benefits.
- Paid time off and a 401(k) retirement plan as well as an Employee Stock Purchase Plan that allows our employees to purchase Brown & Brown stock at a discounted rate.

If you want to be part of a solid organization that is energetic and growing, contact us today.

JOB DUTIES:

- Handles complex and urgent customer requests.
- Assists in customer service functions (interacts with insureds, carriers, etc.).
- Processes policy service items as requested.
- Assists with new business processing and administration as needed.
- Performs data entry as needed.
- Other duties as assigned.

REQUIREMENTS:

- High school diploma or equivalent; Associate's degree preferred.
- Three to five years customer service experience required.
- Three to five years insurance agency experience preferred.
- Willingness to learn multiple computer applications.
- Takes initiative to work independently and within a team environment.
- Ability to prioritize and manage multiple tasks.
- Demonstrates attention to detail and organizational skills.
- Must be comfortable working in a high volume, production environment.

For more information about Arrowhead's Aftermarket Division, please visit our website at www.arrowheadyz.com.

We are an Equal Opportunity Employer. We take pride in the diversity of our team and seek diversity in our applicants.