



**OVERVIEW:**

Arrowhead Automotive Aftermarket is looking for high performing customer service professionals to join our team. As a 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 the Brown & Brown Insurance Company, is a narrowly focused market leader in providing insurance products and services to automotive aftermarket business owners and their employees. Our specialized approach offers exclusive access to business insurance programs via our program administrator Arrowhead General Insurance Agency, Inc.

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

**WHY ARROWHEAD AUTOMOTIVE AFTERMARKET:**

We offer 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.

**JOB DUTIES:**

- Processes customers' requests to add or remove coverage from their existing policies.
- Issues proof of insurance documents such as certificates of insurance and vehicle identification cards.
- Responds to customers' questions in a timely and professional manner.
- Collaborates with the company's sales producers to help resolve customer issues.
- Complies with established processes and procedures.
- Other duties as assigned.

**REQUIREMENTS:**

- High school diploma or equivalent; Associate's degree preferred.
- One to two years customer service experience required.
- One to two years insurance agency experience preferred.
- Excellent communication and interpersonal skills.
- 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.

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