



**Customer Service Representative ( CSR ) / Customer Support Representative /  
Customer Service Rep**

We are in search of a dynamic customer service professional looking for an opportunity with a growing company. The Customer Support Representative will be expected to develop a professional and responsive working relationship with our customers and effectively manage the internal processes to provide consistent quality service and internal support. In this role you be responsible for:

- Developing strong internal relationships with our sales staff and support team to enhance client satisfaction.
- Providing research support to the sales team including market research, lead generation, and other research-based activities with the objective of providing strong customer service support to WatchTower customers.
- Handling telephone communication activities related to the research and customer support provided to the sales team, which includes both making calls to external customers and fielding inbound calls from external customers, providing a high-level of support to both the external customer and internal sales team.
- A wide variety of customer service related duties related to operations and sales support as assigned including but not limited to generating marketing materials and working with social media websites

**Desired Skills & Experience:**

- Prior insurance experience, whether it be in a sales or administrative capacity
- Candidates without prior insurance experience must be able to document strong performance in a similar or like capacity.
- Superior communication skills
- Commitment to customer satisfaction
- Excellent organizational skills/ability to multi-task
- Ability to meet deadlines in a fast-paced environment
- Familiarity with Microsoft Office and Internet

Qualified applicants may submit a resume to [tlopez@watchtowerinsurance.com](mailto:tlopez@watchtowerinsurance.com).

