



FARMERSSM
INSURANCE

Wainauski
Associates

Customer Service & Sales Representative

About the Company

Established in 2003, Wainauski & Associates is highly successful multi-line insurance and financial services agency located in Franklin TN. We are consistently recognized for high levels of achievement earning Toppers and Championship awards given only to the top 5% of agencies in the country. Owner and agent Keith Wainauski believes that the success in the agency has come from surrounding himself with great people.

About the Job

Your main mission will be to work the front lines of customer service to generate the very first positive impression clients get about our agency. Your first challenge in this role will be learning our products, services, and world-class business techniques. Working in a fast-paced customer focused office, you'll use your computer savvy to communicate with customers and navigate their insurance information. Besides excellent written and verbal skills, your ability to actively listen will get you to the root of a customer's issue and solve it quickly. Your courteous and professional demeanor, both on the phone and in person, will ensure that clients and agency staff alike will know that their issues are being handled by a competent and concerned business professional

What You Can Expect

We offer a unique compensation program designed to reward individual effort and team performance, which we feel is at the core of our long term success. Compensation is comprised of a competitive base salary, plus a monthly share of team commissions and bonuses. In addition, we offer flexible hours and great work/office environment. We are open to creating a flexible full-time opportunity for the ideal candidate with a history of success and leadership ability.

Requirements:

- A successful candidate should be a college graduate with an undergraduate degree in studies such as Business, Insurance Studies, Marketing, or Communications. This requirement may be waived for individuals who are currently licensed and possess a minimum of three years of agency experience or have equivalent work experience.
- Must be willing to sit for and pass the state of TN insurance licensing exams (if not presently licensed)
- Able to resolve client issues in a professional, respectful, and friendly manner at all times and offer product solutions that will meet their needs
- Able to multi-task in a fast-paced environment
- Possess strong organizational skills including attention to detail and follow-up capabilities
- Proficient in operating personal computers and performing routine calculations
- Proficient in Microsoft Windows applications: Word, Excel and Outlook