



## **Company Overview**

Our mission is to consistently provide a best-in-class customer experience that gives Jupiter a competitive advantage. We define Jupiter's customer service experience by being knowledgeable about our product, the spirit we convey, the positive energy we bring to our work, and by providing quality service and efficiency combined with effective listening and communication skills.

Jupiter is a retailer, servicer and underwriter of non-standard personal automobile insurance operating throughout the Southeast and Midwest. We have extensive program experience in the states of Alabama, Arkansas, Georgia, Kentucky, Indiana, Mississippi, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee and Virginia. Our auto programs combine traditional conservative pricing and underwriting values with the latest technology. We have enhanced our policy system to serve our agents and insureds and to be open and informative to fully service our customers.

## **Position Summary**

As part of the Jupiter Managing General Agency Team you will serve as a direct point of contact to our insureds by quoting and selling insurance policies and related products. Additionally, you will be the voice guiding them through their policy coverages, and in this fast-paced paperless environment, you will work closely with both independent agents and insureds.

## **Benefits**

Medical insurance (with Jupiter contributing 50% of employee premium)  
Voluntary Dental and Vision insurance  
Life Insurance Policy for employee with monthly premium paid by Jupiter  
Paid Holidays  
Paid PTO after accrual  
Paid continuing education to secure and maintain Property & Casualty License  
Monthly parking allotment

## **Work Schedule**

Monday – Friday      8 am - 5 pm

## **Work Location**

424 Church Street, Nashville, TN 37219

## **Customer Contact Agent Responsibilities**

- Quote/sell insurance policies and additional products/services to current and prospective clients
- Follow-up on price quotes given to prospects, answer questions, and assist prospective client with completing application and securing needed documentation
- Make outbound calls to clients for recovery and retention of business
- Process payments, endorsements, cancellations, premium refunds and state reporting
- Other duties as assigned

## **Qualifications**

- Licensed P & C Agent
- 1 to 3 years' experience with insurance products and/or carriers
- Professional with excellent customer service and interpersonal skills
- Excellent written and verbal communication skills
- Possess general knowledge of office equipment (Computer, phone, email and fax)
- Ability to multi task in a fast-paced environment and adapt to changing priorities
- Detail oriented