

Hermann Sons Life

515 S. St. Mary's St., San Antonio, TX 78205

Member Services Representative

Job Description

Position:

Member Services Representatives are responsible for providing customer and policy service to our members, agents and home office staff via telephone, written correspondence and personal contact. A wide variety of certificate change requests and payments are processed through the Member Services Department. It is essential that customer concerns and requests be tended to timely, adequately and compassionately.

Primary Duties and Responsibilities:

- Field inquiries regarding general life insurance policy information.
- Process transactional requests such as, but not limited to:
 - Surrender requests
 - Beneficiary changes
 - Lodge transfers
 - Ownership changes
 - Lost certificate request
 - Name changes
 - Contact information changes
- Manage member, owner and payor correspondence regarding policy values.
- Guide and educate members requesting surrender of their policy.
- Assist with incoming and outgoing mail.
- Back-up for other Member Services Department duties and Reception staff.
- Perform any and all other duties as assigned by the Vice President of Operations and COO.

Qualifications:

- Familiar with standard Office software, Word, Excel, Outlook.
- Basic math skills and solid attention to detail.
- Strong written and verbal communications skills.
- Ability to work well with others.
- Proven customer service capabilities.
- Ability to prioritize work and meet necessary deadlines.
- Sensitivity to confidential matters.
- Stable job history.
- Clean background check.
- Life insurance customer service experience a plus.

Employment Specifics:

This is a full-time, non-exempt position with a generous benefits package. Regular office hours are Monday through Friday 8:00 a.m. to 4:30 p.m. 37 ½ hour work week!