



Account Contact Representative

Theresa H. Nguyen Insurance and Financial Services, Inc.

State Farm Insurance

Email: nancy_ta@yahoo.com

Website: theresainsurance.com

Direct: 425-236-1100 (office)

Location

Bellevue / Overlake area

Type

Internship

Our team's mission is to help people manage the risks of everyday life, recover from the unexpected and realize their dreams. We are located in Bellevue, WA and help customers with their insurance and financial service needs, including:

- Auto insurance
- Home insurance
- Life insurance
- Banking Needs
- Retirement and Financial planning

Position Overview

Hours per week and time frames

- Summer – up to 40 hours a week - 9-6pm M-F
- School Year – up to 20 hours a week - 3-6pm, M-F

Requirements

- Excellent communication skills - written, verbal and listening
- Must have a positive and pleasant telephone voice, involves 2-4 hours daily on phone
- Ability to work in a team environment but also be able to work alone on projects and self-motivated
- Dedicated to customer service
- Bilingual – in Chinese (Mandarin and/or Cantonese) or Spanish preferred

Description

- Initially: call current State Farm customers in order to:
 - Make appointments for customer service reps or agent
 - Confirm or change appointment times
- Later: contact potential State Farm customers in order to determine interest in getting a quote and helping with various administrative functions
- Confirm customer contact information is correct and make changes if needed
- Various activities related to servicing accounts and policies
- Various marketing projects, as needed

Compensation

- Paid internship - to be discussed during interview
- ACR position not eligible for benefits

Dress code

- Client facing, business casual

Contact Information

If you are motivated to succeed and can see yourself in this role, please email resumes to nancy_ta@yahoo.com

We will follow up with you on the next steps in the interview process.