JOB POSTING: SMALL BUSINESS ASSISTANT

Integrity | Compassion | Respect | Accountability | Teamwork | Expertise

**Position**

The **Sales and Distribution** department has an immediate opening for someone who can demonstrate the WCF values to join their team as a full-time **Small Business Assistant**. This posting is open to **internal and external candidates.**

**Responsibilities**

The Small Business Assistant provides excellent customer service in all interactions, including the front desk, answers chat and text inquiries from customers and provides administrative support to small business team such as processing reinstatements of coverage, issuing policy packets, create checklists, prepare & send letters, etc. The person in this position creates policies for new business and update existing policies. The Small Business Assistant processes applications, endorsing and issuing policy packets and takes payments and updates customer contact information. This person provides back-up to main phone line, answering incoming calls, addressing questions, and transfer if necessary and makes proactive calls to policies scheduled for cancellation. This position is Individual contributor role supporting three to four small business advisors.

**Qualifications**

The most qualified applicants will have:

* Associate’s degree required; bachelor’s degree preferred.
* Good computer skills including proficiency in Microsoft Office Suite.
* Good organizational, communication, and influencing skills.
* Ability to type at least 50 wpm
* Good time management skills.
* Excellent attention to detail, error detection, and proofreading skills.
* Punctuality, dependability, follow-through and teamwork.
* Property and casualty insurance license within the first year of employment.

Minimum pay for this position is $18.50/ hour.

An internal candidate should have six months in his/her current position. Candidates should have acceptable job performance and a good attendance record in their current position and must notify their current supervisor that they’ve applied for the position.

To apply visit: <https://wcfgroup.applicantpro.com/jobs/>

Closing: Open until filled