

ROCKFORD MUTUAL INSURANCE COMPANY

JOB TITLE: Customer Care Specialist

SUMMARY

Under direct supervision, receives, classifies, and posts monies returned to the company as payment of premium. Prepares daily deposits of monies. Resolves concerns arising over the accounting of monies with insureds, agents or affiliated companies. Reconciles daily bank account deposit.

EDUCATION

High School diploma or G.E.D. Additional college or technical schooling in accounting principles preferred.

POSITION REQUIREMENTS

Accurate math and bookkeeping skills. Excellent communication skills. Ability to use various office equipment such as adding machine, telephone and filing systems. Knowledge of and experience with MS office. One or more years' experience as a Billing Clerk or equivalent.

PRIMARY RESPONSIBILITIES

- Handles phone calls in a manner that emphasis excellent customer services when dealing with insureds and/or agents
- Receive, classify and post monies returned to the company as payment of premium
- Prepares daily deposits of monies
- Resolves concerns arising over the accounting of or billing of monies with insured's, agents and/or affiliated companies
- Prepares billing slips for data entry
- Updates various summary reports on a daily, weekly, monthly or annual basis as directed
- Searches for and corrects errors in accounting records detected through balancing or other accounting procedures
- Provides cash flow information to Assistant Controller
- Assists in other areas of Accounting when requested

11/19/18