



**CRUM & FORSTER®**

A FAIRFAX COMPANY

C&F (Crum & Forster) is a leading national property & casualty insurance company with a large, diversified specialty platform. With deep roots going back to 1822, will soon be celebrating our 200<sup>th</sup> anniversary and are proud of our history and excited about our future. Our most valuable asset is our people - 2000+ employees, and growing, in locations throughout the United States - committed to delivering customized products with superior customer service.

We care about each and every one of our employees and customers we work to serve and believe our deeply rooted philosophy of corporate giving, culture of high performance, innovation and integrity all exemplify this. From our parent company, Fairfax, to our C&F leadership, a philosophy of balance allows our employees to participate fully at work, in their communities, and have plenty of time to enjoy their lives outside of work.

For more information about Crum & Forster, please visit our website: [www.cfins.com](http://www.cfins.com).

Nearly 200 team members and 25 office dogs call Crum & Forster Pet Insurance Group™ home. We believe in hiring great people and providing them with the opportunity to thrive. As a strategic partner of The American Society for the Prevention of Cruelty to Animals® (ASPCA®), we're driven by our mission to help pets live longer, healthier lives, and truly believe in empowering employees to make a difference.

**The Contact Center at Crum & Forster Pet Insurance Group** assists pet parents along the pet health insurance journey, from discovery to research to sales to customer service. We don't talk to people: we engage. We want every contact point to be memorable. That's why we mail hand-written notes welcoming and thanking new customers, and we call to check on how pets are doing after they've been sick or injured. We're a company built on meaningful relationships.

If you are interested in contributing to our Contact Center then read on, this is the place for you!

### **Contact Center Representative**

**Primary location: Akron, Ohio**

**Function: Contact Center Support**

**FLSA Status: Non-Exempt**

#### **What you will do:**

Assist pet parents along the pet health insurance journey, from discovery to research to sales to customer service. We don't talk to people: we engage. We want every contact point to be memorable. That's why we mail hand-written notes welcoming and thanking new customers, and we call to check on how pets are doing after they've been sick or injured. We're a company built on meaningful relationships.

**Responsibilities include but not limited to:**

- Educate pet parents to help them understand the benefits and value of pet health insurance
- Answer incoming phone calls eager to assist
- Utilize computer-based systems to manage phone calls and other interactions
- Engage with team members to proactively solve problems and perform related work
- Take ownership of goals and outcomes
- Experience the joy of sharing the office with our four-legged friends

**Stand Out from the Pack:**

- Excellent communication skills
- Customer service – a desire to help others
- Professional, welcoming mindset
- Genuine love of animals
- Comfortable using a computer and phone throughout the day
- Accountability, time management, multi-tasking

**An insight into the team:** This position reports to a Contact Center Supervisor

**What YOU will bring to C&F:**

- Service oriented, positive and caring attitude
- Punctual and dependable, organized; manages time well
- Exceptional listening and communication skills
- Takes pride in their work, complete tasks within deadlines
- Approachable; patient and understanding
- Research and problem solving
- Work accurately at a fast pace; can multi-task efficiently
- Enforce all policies and procedures consistently and fairly

**Education/Training:**

- High School Diploma or Equivalent required
- Ohio Property & Casualty (P&C) License required within 90 days; other states as required. We cover the training and exam cost for you to obtain your Ohio P&C License
- 1-2 years minimum prior Customer Service experience requested

**Working Conditions:**

Frequent sitting as well as the ability to move about all areas of the company's building. Regular and prompt attendance is essential.



## Monitoring Policy:

Employees who regularly communicate with customers or potential customers may have their telephone conversations and other forms of communication monitored by a member of management or designated assistant. Monitoring is used to identify and correct performance problems through targeted training. If at any time during the monitoring process a personal communication is identified, the monitoring will immediately be suspended; however you may be asked to continue your personal communication on non-business equipment and on personal time.

## What C&F will bring to YOU:

- Competitive compensation package. Starting wage: \$15/hour
- Generous 401K employer match
- Employee Stock Purchase plan with employer matching
- Generous Paid Time Off
- Excellent benefits that go beyond health, dental & vision. Our Wellness programs focus on your family's complete wellness, including your physical and mental wellbeing
- A core C&F principle is that you manage your career. To support your development, we have a wealth of ways for you to keep learning, including tuition reimbursement, industry related certifications and professional training available to you
- A dynamic, ambitious, fun and exciting work environment
- A spirit of social responsibility, matching donation program, volunteer opportunities, and an employee driven corporate giving

At C&F you will BELONG! We value inclusivity and diversity. We are committed to providing equal employment opportunity and welcome everyone regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. If you require a special accommodation, please let us know.