



Eder & Diver Insurance

Position: Client Services Representative (Full-Time)

Location: Chelsea, MI

Hours: Monday–Friday | 8:30 AM – 4:30 PM

About Eder & Diver

At Eder & Diver Insurance, we believe insurance is about people first. We provide concierge-level service, build lasting relationships, and strive to be the most trusted insurance agency in our communities. We're looking for a friendly, organized, and proactive team member who enjoys helping people and thrives in a fast-paced environment.

Position Summary

The Customer Care Representative is often the first impression of our agency. This role supports clients in person, over the phone, and through everyday service requests while helping keep the agency organized and delivering an exceptional customer experience.

Primary Responsibilities

- Serve as the first point of contact by phone and for walk-in clients.
- Process customer payments and assist with agency bank deposits.
- Handle routine policy service requests (vehicle changes, contact updates, lienholder changes, payment plans, cancellations/rewrites, SPA changes).
- Create certificates of insurance and mortgage confirmations.
- Take initial quote information and route opportunities to the appropriate team member.
- Follow up on claims and past-due accounts.
- Schedule client reviews and assist with agency calendar management.
- Support marketing efforts, community events, and social media coordination.
- Maintain accurate client records and help identify coverage gaps and cross-selling opportunities.
- Open the office each morning and ensure a welcoming, client-ready environment.



What We're Looking For

- Excellent communication and customer service skills.
- Highly organized with strong attention to detail.
- Able to multitask in a fast-paced office.
- Positive attitude and team-first mindset.
- Michigan Property & Casualty License (or willingness to obtain).
- Previous insurance or customer service experience preferred but not required.

What We Offer

- Competitive compensation
- Health, dental, and retirement benefits
- Paid training and licensing assistance
- Career growth opportunities
- Positive, team-oriented culture
- Regular weekday schedule with work-life balance

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