**We're Hiring: Full-Time Insurance Customer Service Representative**

**Location:** Manson or Jefferson Iowa Branch

**Employment Type:** Full-Time  
**Industry:** Insurance  
**Salary:** Competitive, Based on Experience  
**Benefits:** Health, Dental, Vision, 401(k), Paid Time Off, and more

**About Us:**  
At Heartland Insurance Agency, Inc, we are committed to delivering excellent insurance solutions with outstanding customer support. As a growing and trusted name in the insurance industry, we are looking for a dedicated and friendly individual to join our team as a **Customer Service Representative**.

**Key Responsibilities:**

* Provide exceptional customer service via phone, email, and in-person
* Assist clients with policy inquiries, billing questions, and coverage updates
* Process policy changes, renewals, and new applications
* Maintain accurate customer records in our system
* Work closely with agents and underwriters to resolve customer issues
* Ensure compliance with all regulatory and company standards

**What We’re Looking For:**

* Previous customer service experience (insurance industry preferred)
* Excellent communication and interpersonal skills
* Strong organizational skills and attention to detail
* Ability to multitask in a fast-paced environment
* Proficiency with computers and standard office software
* Insurance license (or willingness to obtain within 90 days)

**Why Join Us?**

* Supportive, team-oriented environment
* Opportunities for professional growth and advancement
* Comprehensive training provided
* Make a meaningful impact helping customers protect what matters most

**Ready to join a company that values you?**  
Apply today by sending your resume to krosenboom@Heartlandbanks.bank