



# Join our community of good neighbors.

## Customer Care Sales Representative

The Customer Care Center (CCC) partners with our State Farm® agency force to create a consistent experience for customers regardless of how or when they interact with State Farm. **CCC Sales** is a sales force that partners with agents to give customers an avenue to shop for State Farm products after 5 p.m. and before 9 a.m. on weekdays and around the clock on weekends and holidays.

### A Peek at What Customer Care Sales Representatives Do

- Perform as virtual members of an agent's team who are licensed and fully-trained to quote and bind business
- Partner with agents giving customers a way to shop State Farm round-the-clock
- Quote and bind insurance for customers and potential customers who contact us (outside agents' office hours, through our 1-800 number, or statefarm.com)
- Utilize computer technology, while on the phone, to access online job aids and navigate the State Farm intranet to locate information
- Work in a contact center environment
- Take detailed messages for agents
- Apply State Farm policies and procedures to unique situations
- Provide in-language service for Spanish speaking customers

### Skillsets Preferred

- Successful Sales Representatives must possess strong communication and relationship-building skills, sales aptitude, customer service focus and the ability to multi-task

### Other Things to Know

- Work non-standard shifts, including weekends, holidays, and evenings
- Complete an extensive, paid training program to learn policies and procedures, and receive additional on-the-job coaching and training

### Customer Care Center Locations

Atlanta, Georgia • Bloomington, Illinois • Dallas, Texas • Phoenix, Arizona

### Here's what our employees are saying:

*"We have great morale. We try to keep it light. The atmosphere's a lot of fun. It's all about sales, and serving the customer in whatever need they have."*

*"I remember my first policy that I bound, and it was great. And even when I bind one now, it's the same feeling. It's a feeling that you've done your part to expand the company, you've done your part to grow the company."*

To learn more, visit [statefarm.com/careers](https://statefarm.com/careers)



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