Join our community of good neighbors.

Customer Care Service 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 Service** is dedicated to providing after-hours service to State Farm customers who contact an agent's office outside of normal business hours; 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 Service Representatives Do

- Use scripted responses to assist customers, agents, and State Farm employees by phone
- Manage a variety of customer service situations
- Answer insurance-related questions from callers
- Take initial loss reports and provide claim personnel contact information
- Take payments and answer bill related questions
- Take and send detailed messages to agents/claims personnel
- Provide emergency customer assistance while on the phone, utilize computer technology to access online job aids, navigate the State Farm intranet to locate information, and electronically file claim reports
- Apply State Farm policies and procedures to unique situations
- Work in a contact center environment
- Provide in-language service for Spanish speaking customers

Skillsets Preferred

- Ability to provide remarkable customer service in all interactions with customers and associates
- Ability to multi-task by managing phone calls while efficiently navigating between multiple computer screens
- Ability to clearly communicate policies and procedures and connect with customers over the phone

Other Things to Know

- Work hours involve non-standard shifts, including weekends, holidays, and evenings
- Employees will complete an extensive, paid training program to learn policies and procedures, and receive on-the-job coaching and training

Customer Care Center Locations

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

Here's what our employees are saying:

"I enjoy talking to policyholders from all over the country and assisting them when they need us the most. It makes me feel good knowing that I am able to help them when their agent is unavailable."



To learn more, visit statefarm.com/careers