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## Customer Care Support Center 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. The **CCC Support Center** is a technical solution center providing 24 hour a day support to more than 100,000 State Farm associates located in Operations Centers, Claim Offices, Agents' Offices, Hubs and Corporate Headquarters.

### A Peek at What Customer Care Support Center Representatives Do

- Talk on the phone to internal associates
- Provide first-level helpdesk support for hardware, software, procedures and password resets via the telephone and/or the intranet
- Diagnose and document customer's technical and "How To" problems and resolve or assign problems to the appropriate areas
- Educate customers on how to avoid future related problems
- Demonstrate knowledge of procedures, processes, tools, and systems
- Keep abreast of technological changes pertinent to their job responsibilities
- Help resolve the business partner's issue as quickly as possible
- Utilize computer technology, while on the phone, to access online job aids, and navigate the State Farm intranet to locate information

### Skillsets Preferred

- Ability to provide remarkable customer service in all interactions
- Ability to multi-task by managing phone calls while efficiently navigating between multiple computer screens
- Ability to problem solve while remaining empathetic
- Ability to work effectively in a virtual team environment

### Other Things to Know

- Work standard and non-standard shifts, including weekends, holidays, and evenings (shifts are scheduled using Workforce Management)
- Complete a paid training program to learn about policies, procedures, software and hardware specific to the State Farm environment
- Receive continuous on-the-job coaching and training

### Customer Care Center Locations

Atlanta, Georgia • Irving, Texas • Tempe, Arizona

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

*"The Support Center is the foundation of the company. If it's broken, we fix it! If you're looking for a Remarkable experience, we've got it!"*

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



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