



Job Title: Customer Engagement Specialist
Department: Customer Service Department
Reports to: Customer Engagement Manager

Position Summary:

The Customer Engagement Specialist (CES) is responsible for providing engaging, positive, and professional service excellence for internal and external customers. Leveraging innovative methods to enhance the customer service experience through proactive solutions, the CES is a knowledgeable resource in essential account maintenance and general issue resolution. This role actively participates in building a strong values-based culture within the department and across the organization.

Essential Functions:

- Perform customer-focused service by researching, resolving and responding to general operational and billing inquiries from producers, policyholders and other departments.
- Leverage innovative technology to engage with customers and provide services for essential policy and billing account maintenance.
- Continually seek to gain knowledge from internal support departments to enhance service for external customers and resolve any issues promptly.
- Collaborate with agents, policyholders and supporting departments to actively listen and understand the needs of the customers to maintain proficient policy and billing records.
- Advocate for enhancing the customer experience by making suggestions to leadership that improve workflows, processes, and interactions with customers.
- Maintain positive and professional client relationships while handling concerns that arise, such as, difficult policy service inquiries, collection of past due balances, preparing accounts for collection, and handling of deductible disputes.
- Accurately complete account reconciliations, to provide information to internal and external stakeholders.
- Analyze and resolve systematic errors in disbursements of audited premium and billing distributions.
- Actively participate in building and maintaining a strong values-based culture for the department and across the organization.



Job Qualifications

Education:

High School Diploma or equivalency required. Associate's degree from an accredited college or university in a related field preferred.

Experience:

1-3 years of experience in customer service or general office support. Experience in billing and collections setting strongly preferred.

Required Skills/Abilities:

- Excellent verbal and written communication skills with strong background in customer service a must.
- Good organizational, time management and multitasking abilities.
- Strong attention to detail with accuracy.
- Must be flexible, self-directed and have the ability to handle changing priorities and manage time efficiently.
- Ability to work independently as well as with a team.
- Ability to identify problems and recommend solutions.

Specialized Knowledge, Licenses, etc.:

- MS Office (Word, Excel, PowerPoint, Outlook)
- Guidewire experience preferred

Values and Mission:

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.



Working Conditions:

- **NEW MEXICO MUTUAL** maintains general office conditions with light physical demands.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.