



# Flood Customer Service

## Line of Business



**Flood – Global Housing**

## Tell Me About the Team



This role is a part of the Global Housing Organization, which supports Assurant clients with questions related to their flood policy. These can be very sensitive calls requiring the right approach in delivering the right level of service and care.

In this role, you will be a part of the Flood Customer Care Team and will be helping our customers ensure their property is properly covered for flooding events. This team handles both the National Flood Insurance Program (NFIP)/Federal Emergency Management Agency (FEMA) flood policy and Assurant's private commercial flood policy.

## What Will a Typical Day Be Like?



In this role, you will take **inbound** calls from customers regarding their **flood policy**.

Flood Insurance covers losses from the temporary overflow of water onto land that is normally dry, which is the most common disaster in the United States. Insured, lenders, and agents call with questions ranging from basic flood questions, mortgage verification, payment details, and password resets. You might also assist with Private Flood overflow and First Notice of Loss (FNOL) calls during the busy season. Because every customer is different, we expect you to take the **initiative** to truly understand our customers' current challenges and use your expertise to proactively help them avoid future challenges related to their flood coverage.

An average day consists of **40 to 60 inbound calls** from customers across the U.S. and processing tasks between calls as needed.

## What Will Make Me Successful in My Role?

**Attendance during the first 90 days is critical** to a successful training period. As a remote employee, the ability to set yourself up in a dedicated workspace, including assembling your PC, is critical to having a positive onboarding experience. You must be able to attend learning and training remotely and conduct yourself as you would in an office environment with limited breaks and distractions. Once actively taking calls, using the tools provided to you and navigating situations with limited support is key. **Training is just the beginning of your journey with us, learning will be ongoing, and your knowledge will expand with on-the-call experience!**

A successful call center employee will meet standards set through metrics such as call handle time, attendance and schedule adherence, delivering an excellent customer experience, and resolution to clients' issues.

## The Assurant Way



**Our culture is the secret to our success.**

**Our purpose inspires us.** It's the reason we exist as a company, and why the work we do each day matters to us and to the people we serve. **Our values ground us.** They are fundamental to who we are and how we relate to others. **Our commitments propel us.** These behaviors provide a clear understanding of what we can do to be successful at Assurant. **Our vision unites us.** By living our purpose, values, and commitments, we're working together toward a common goal: creating the future of Assurant.