



Loss Drafts Customer Care Specialist

Line of Business



Loss Drafts – 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 mortgage-required insurance policy and coverage. These can be very sensitive calls, requiring a delicate approach in delivering the right level of service and empathy.

In this role, you'll be part of the Loss Drafts Customer Care team, which is responsible for tracking and monitoring insurance claims to ensure the homes are repaired after a property loss has occurred. Examples of property loss include property damage from a natural disaster such as wind, hail, tornado, fire, or hurricane. It can also be related to failure of critical infrastructure such as plumbing, HVAC, or other property-related damages.

What Will a Typical Day Be Like?



In this role, you'll take **inbound** calls from customers regarding their **property loss payment**. Property loss payments are the funds paid out to the insured once a property loss claim has been approved. Call types include questions about check endorsement, ordering property inspections, and exceptions requested from the insured homeowner. 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.

An average day consists of **40 to 60 inbound calls**, supporting customers of different mortgage companies and servicers across the United States. Calls will come in **continuously** throughout the day, and breaks/lunch will be scheduled according to your predetermined work shift.

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 company-issued PC, is critical to having a positive onboarding experience. You must be able to attend learning and training remotely, using video and conducting 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 while working independently 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 the standards set through metrics such as call length and handle time, attendance and schedule adherence, delivering excellent customer experience, and resolution of the caller's 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're 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.