



**INTERNSHIP DESCRIPTION—CUSTOMER RELATIONSHIP SPECIALIST – DOWNERS GROVE**

**\$18/HOUR**

**MAXIMUM HOURS/WEEK- 29**

**LENGTH- 4 – 30 WEEKS**

workNet DuPage is looking for a WIOA Young Adult program participant for an internship as a Customer Relationship Specialist for a Farmers Insurance Agent in Downers Grove. Farmers Insurance offers insurance coverage for home, auto, life, business and more.

This could be a great fit for you if any of the following are true:

- You are organized and are good at paying attention to detail and making phone calls.
- You want to work indoors in an office environment.
- You are good at working with computers.
- You may be interested in a career in customer service, insurance sales, database administration, and/or business.
- You're looking for an opportunity to gain experience at one of the top insurance agencies.

At completion of this internship, you will be able to add valuable workplace skills to your resume such as Database Administration, Data Entry, Cold Calling, New Business Prospecting, CRM configuration etc.

As with all internships, the experience, opportunity, and exposure to other professionals you gain in this position could lead your career and future down a variety of different paths, including roles in Database Administration or Management, Customer Service, Data or Business Analytics, CRM Configuration, Sales Account Executive and more!

**Description**

You will report to the Business Owner and will perform the following jobs:

- Manage and oversee clients' accounts, documents, schedule appointments and process payments.
- Learn customer service skills and office filing procedures.
- Develop organizational skills and phone etiquette.
- Learn new business prospecting for auto, home and business insurance.
- Ability to become solution oriented and work with supporting departments.
- Complete Farmers University training modules – details how to serve clients.



### **What you need to do the job**

- Willing to learn- receive coaching - training will be provided
- Dependable and knows how to work— good attendance, be on time
- Attention to detail- careful worker
- Knowledge of Microsoft Office: Outlook, Word and Excel spreadsheets.
- Able to sit for extended periods of time
- Good phone skills.

Farmers Insurance  
1311 Butterfield Road,  
Downers Grove, IL  
60515

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Participants may perform other related duties as negotiated to meet the ongoing needs of the organization.