

GRAYSON-CARROLL-MUTUAL INSURANCE COMPANY, INC

We're Hiring!

We are looking for an initiative-taking, solution-driven Payment Processor/Customer Service Representative/Underwriter to join our growing team at GCW, a well-established and financially strong local company serving the state of Virginia.

This is a full-time, in-office position with a local, financially strong company that has served the community for 130 years.

What You'll Do

- Process and Post Payments: Accurately take and apply payments to customer accounts.
- Connect & Assist: Be the friendly, knowledgeable voice our customers rely on, handling calls and emails with professionalism and care.
 - Solve Problems: Listen actively to customer concerns, identify the root cause, and provide effective solutions.
 - Process & Record: Accurately update and maintain customer accounts. Assist customers with requests.
- Build Relationships: Develop a solid understanding of our products/services to confidently guide, educate, and genuinely help our agents and policyholders.

What We're Looking For

- Education: High school diploma required, associate's degree preferred
- Experience: No prior experience required. 1-2 years in customer support, or client-facing roles is a plus.
- Skills: Strong verbal and written communication skills; basic computer proficiency (Microsoft Office, email, and typing)
 - Attributes: A calm, patient, and positive demeanor under pressure and the ability to multitask

Why Join Our Team

- Competitive full-time salary position
- Comprehensive benefits package including health insurance and retirement plan.
 - Paid Time Off (PTO) and paid holidays.
- A positive, supportive, collaborative, and positive work culture.
 - Career growth opportunities

Ready to Apply?

- For consideration, please email resumes to careers@gcwins.com:

