



Client Experience Specialist/Bond & Marine - Entry Level

We are expanding our Client Experience Department! Bring your interest and business skills, and see how our Client Experience Specialist position fits into the fast-paced world of International Trade and Insurance. Trade Risk Guaranty (TRG) is the market leader in providing U.S. Customs bonds directly to importers, working with over 12,700 companies. This position allows you to see all aspects of our Client Experience Department, providing a great opportunity for the right person to grow with our company.

This new Bond & Marine service position will also incorporate administrative support to our Marine Insurance department, exposing you to both product lines at TRG. We are offering a unique opportunity to learn about the two main products we specialize in, and the potential to grow in specialization with either of them into the future. The distribution of tasks and expectations of the position at the onset will be 75% bond and 25% marine.

Specific Responsibilities:

- Respond professionally and immediately to client and potential client inquiries; develop strong relationships through phone and e-mail interactions.
- Learn about, implement required processes, and be able to share and educate clients about the U.S. Customs bond industry.
- Review, analyze, and process all client and sales department documents, communications, and required follow-up with high attention to detail and accuracy, within deadlines.
- Utilize, update appropriately, and ensure accuracy of SalesLogix database.

Required Knowledge, Skills, and Abilities:

- Possess a "Can Do" attitude; work accurately and effectively with changing priorities and deadlines.
- Communicate effectively and contribute positively as a team member; exceptional verbal communication skills and ability to write professional-level correspondence are a must.
- Provide outstanding customer service; exhibit willingness to research and problem solve.
- Possess the ability to quickly learn, and the motivation to keep learning.
- Be extremely detail-oriented, accurate, and comfortable working in a fast-paced team environment while meeting deadlines.
- Possess a high level of comfort and competency using standard PC and basic software programs, including Outlook e-mail.
- Maintain the high level of confidentiality, personal integrity, and trustworthiness required by our highly-regulated industry.

Required Experience:

Bachelor's degree, preferably in business-related field, or equivalent combination of business-related experience and/or training.

Our full-time position starts at \$14.43 per hour, 40 hours per week (annual equiv. \$30k at 40 hrs/week); our typical work schedule is 8:30 a.m. to 4:30 p.m., with either 30 or 60 minutes for lunch.

Other Benefits:

- Group Health, Dental, and Vision plans
- Paid Time Off and Company Holidays
- 401K
- Rapid Growth & Advancement Opportunities

Must possess or have the ability to secure a resident Montana Property, Casualty and Surety license. TRG offers assistance in obtaining said license.



Trade Risk Guaranty (TRG) is an international trade insurance agency headquartered in Bozeman Montana. Our consumer-direct approach has grown our company to include more than 10,000 clients and 50 employees. We offer careers in sales, marketing, customer service, office administrations, information technology and insurance underwriting.

Locate your career and apply online at www.traderiskguaranty.com/careers.aspx