



## Career Opportunity

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### Customer Service Support

The purpose of this job is to service all incoming clients (new and existing – short term insurances), to prepare quotes, allocate payments, provide feedback on follow up of policies, and to assist customer service representatives in their duties. The scope includes servicing the various requests from the staff and to follow up with concerned parties until the client's request is handled. The position will be based in any one of our branches. The position will be for a 2 year contract.

#### Duties will include:

- Assist Customer Service Representatives in the day-to-day work
- Assist Customer Service Representatives on renewals
- Allocate customers' payments to their respective policies
- Prepare various quotations on request
- Service existing clients requests and queries on their policies
- Assist insured's request for claims notifications
- Any other cognate duties

#### Qualifications and Experience:

The ideal candidate should possess the following profile:

- Minimum Higher School Certificate or equivalent
- Ideally have at least 1 years' working experience with excellent customer service skills
- Experience in the General insurance field will be a definite advantage
- Be computer literate, with a good knowledge of Word and Excel
- Have an outgoing personality with good communication and selling skills, have the ability to work in a team and deliver results
- Be fully computer literate

If you feel challenged by the above position, and believe you have the required profile, please send your application letter and a full Curriculum Vitae quoting "CSS- Branches" in the subject line to:

[hr@swanforlife.com](mailto:hr@swanforlife.com)

**Closing: Wednesday 19 December 2018**

#### The Company reserves the right

- 1 To convene only the best qualified candidates to participate in the selection exercise.
- 2 Not to make any appointment following this advertisement