



Career Opportunity

Customer Service Representatives

The purpose of this job is to service all in coming clients (new and existing), to prepare quotes, provide details on short term insurance plans, and to close sales. The scope includes servicing the various requests from clients 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 and will be on a contractual basis of 2 years.

Duties will include:

- Assist the Branch Team Leader to retain existing clients
- Work towards new business sales targets as agreed with the Branch Team Leader
- Grow new premium income through continual cross-selling actions
- Service existing clients requests and queries on their policies
- Assist the Branch Team Leader in developing branches' events for networking and business development
- Assist insured's request for claims notifications
- Allocate customers' payments to their respective policies

Qualifications and Experience:

The ideal candidate should possess the following profile:

- Minimum Higher School Certificate or equivalent
- Ideally have at least 2 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 "CSR- Branches" in the subject line to:

hr@swanforlife.com

Closing: Wednesday 19th 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