



## Career Opportunity

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### Customer Service Representative (In Patient)

The position will be part of the In-Patient team and will report to the Claims Coordinator within the Health Department.

#### Main Duties will include:

- Claim handling: clinic admission notifications, filtering and processing of in-patient/ catastrophe claims
- Liaising with service providers
- Guiding/coaching claims team with respect to the medical aspects of claims
- Assisting In-Patient team in claims handling: input, verify & review data on IT system
- Handling and follow-up with incoming calls, incoming mails and queries in a timely manner
- Liaising with PCL and respond to PCL queries
- Sending weekly & monthly bordereaux and claims history to clients
- Liaising with Finance team for reconciliation of Statement of Accounts from clinics
- Liaising with Underwriting Officer & Client Service Representatives on a regular basis
- Any other cognate duties

#### Qualifications and Experience:

The ideal candidate should possess the following profile:

- Holder of a Higher School Certificate (HSC) or equivalent
- Have a knowledge of Health Insurance and/ or General Insurance Market Knowledge and Practice
- Have medical knowledge and/or experience in the medical insurance sector
- Be customer-oriented
- Be well versed in policy wording, policy terms and conditions
- Good interpersonal and communication skills (both oral and written)
- Be able to handle pressure to deliver against tight deadlines
- Be well conversant with MS Office Tools (including PowerPoint) and with passion to excel

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 “**Customer Service Representative (IP)**” in the subject line to

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

Closing: 23 April 2019

#### 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