



## Career Opportunity

---

### Customer Service Representative (2 year contract)

The position will be part of the Health team and will report to the Manager-Health.

#### Main Duties will include:

- To retrieve Renewal Control lists.
- To check debtors and to ensure payment be settled prior to renewal date.
- To send renewal control lists to Agents.
- To visit, contact and enhance relationship with Corporate Direct Clients, Brokers and Agents and to communicate the claims trend, expected results, to record their concern and suggestion and take necessary action.
- To send renewal terms to Clients, Agents and Brokers as per set department deliverables.
- To ensure that all KYC documents are received/ actualised together with updated lists prior to renewal date from Direct Clients, Agents and Brokers as per set department deliverables.
- To assist Brokers, Agents and Marketing Team for presentations at client's premises.
- To communicate efficiently with underwriting, administration and claims teams to ensure quality delivery of services to Clients, Agents and Brokers.

#### 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
- 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)

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- Renewal"** in the subject line to:

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

Closing: 14 June 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