



## Career Opportunity

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### Customer Service Representative -Agents

#### Main Responsibilities will include:

- Assist in executing and reinforcing the Company's business acquisition and retention
- Assist in conducting regular market research and keep abreast of new trends, developments, and market dynamics
- Develop leads, schedule appointments, identify needs, and market appropriate products and services
- Provide prompt, accurate, and friendly customer service. Service can include responding to inquiries regarding insurance availability, eligibility, coverage's, policy changes, transfers, claim submissions, and billing clarification
- Work with the agents to establish and meet goals/objectives.
- Use a customer-focused, needs-based review process to educate the agents about Swan General insurance options
- Maintain a strong work ethic with a total commitment to success each day
- Make sure Swan General remains the agents' preferred insurance partner

#### Candidate Ideal Profile:

- Holder of a Diploma in Management or Marketing will constitute as an advantage
- Should, preferably, have at least 2 years' experience in the insurance sales field with excellent customer relationship skills
- Have an outgoing personality with good communication and selling skills coupled with the ability to deliver results
- Ability to network, establish and maintain collaborative working relationships
- Excellent communication skills - written, verbal and listening
- Organizational skills, detail oriented
- Self-motivated, Proactive in problem solving
- Be computer literate in MS Office Tools
- Valid Driving license

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 online quoting **'CSR- Agents'** in the subject line to

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

**Closing Date: 28 February 2022**

#### 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.