



Career Opportunity

Customer Service Representative (Health Department-Underwriting Unit)

The main purpose of the position is to underwrite all healthcare insurance products for groups, families and individuals.

Main Duties will include:

- To underwrite and assess all Health Insurance Business
- To provide support to members of underwriting team for processing and delivery of policy document to Business partners/ Direct Customers in a timely manner
- To service and communicate with Corporate Clients and business partners and ensure effective follow up
- To attend to telephone calls from Corporate Clients and business partners and respond effectively and promptly to them
- To ensure that all in-coming emails/couriers are attended, and enquiries escalated properly for resolutions
- To abide to Underwriting and Claims Guidelines set by Reinsurers and Manager
- To interact with all necessary internal departments as and when needed to improve services
- To issue certificate of insurance to Clients, Brokers and Agents
- To issue Tax Certificate.
- To provide feedback to Managers and Coordinators and assist them in daily duties.
- Any other cognate duties that may arise.

Qualifications and Experience:

The ideal candidate should possess the following profile:

- Holder of a Higher School Certificate (HSC) or equivalent
- Have health Insurance and/ or General Insurance Market Knowledge and Practice
- Be able to handle pressure to deliver against tight deadlines
- Be customer-oriented
- Be well versed in policy wording, policy terms and conditions
- Good interpersonal and communication skills (both oral and written)
- 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 “**CSR-Underwriting Unit**”

in the subject line to:

hr@swanforlife.com

Closing: 19 August 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