



Direct Sales Support

Ref (05G2021.DSS)

Job Summary

To attend Relationship Executives in the day-to-day operations by providing a rapid and efficient service and assisting them in the processing and follow-up of their existing and new business.

Main Responsibilities

- Attend to the Relationship Executives' requests in a timely manner by:
 - Processing and preparing documents as per clients' request and delivering the same to Relationship Executive and/ or walk-in clients (Motor and Household)
 - Extracting renewal list, printing renewal notice and distributing them to the Relationship Executives
 - Issuing Claim History, Health Attestation, Cover Note, Assignment Letter and dispatching documents as per agreed timeframe.
 - First screening of medical proposal form as per agreed time-frame.
 - Acting as back up to Relationship Executive and service their clients during their long planned leaves.
 - Acting as a liaison officer between Relationship Executives and other departments.
- Attend to customer requests, grievances, and clarifications on our products as per agreed timeframe.
- Provide alternatives /solutions to clients so that they do not cancel their policies.
- Contact customers for the collection of their documents.
- Monitor and report on sales activities, sales target and follow up with management.
- Liaise with the Finance Department for processing of accounts.

Job Requirements

- HSC
- >2years
- Working with People
- Writing and Reporting
- Analysing
- Planning and Organising
- Adapting and Responding to Change
- Coping with Pressures and Setbacks
- Master all Internal IS System
- Data Protection Act
- Anti-money Laundering Act
- Client due diligence
- Customer Care Principles
- Microsoft Office
- Code of Ethics
- IT Security
- Microsoft Office

Interested candidates are requested to send their CV on recruitment@mua.mu by 05 August 2021.

The company reserves the right to call only the best qualified candidates for the selection exercises. Applications received after the closing date will not be considered. The company also reserves the right not to proceed with the vacancies.