



**Job Title: Customer Service Officer**

**Department: MUA Life**

### **Job Summary**

Provide customers with information to address inquiries regarding products and services.

### **Main Responsibilities**

- Attend customers' (face to face or by phone) requests, grievances, and provide clarifications on MUA's products.
- Provide alternatives /solutions to clients so that they maintain their policies.
- Contact customers for the collection of maturity, surrender cheque and follow-up on arrears.
- Encourage clients to purchase new plans (plans reaching maturity or new products).

### **Job Requirements**

- HSC
- A minimum of two year's work experience in a related field
- Work in team
- Ability to work under pressure and tight deadlines
- Sales Techniques
- Knowledge of Microsoft office

**Interested candidates are requested to send their CV with reference 2021PAO Customer Service Officer as subject on [recruitment@mua.mu](mailto:recruitment@mua.mu)**

The company reserves the right to call only the best qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with the vacancies.