Job Title: Customer Service Representative

Department: Sales & Distribution Channels, Branch (Flacq)

Job Summary

To serve customers by providing product and service information; resolving product and service issues and ensure total customer satisfaction at all times.

Main Responsibilities

To achieve the set sales objective by: -

- Proposing General Insurance products according to client's needs.

- Working out formal quotations as per client's request.

- Monitoring all quotations given on a weekly basis or as per client's needs.

- Cross selling other products to existing clients.

- Proposing all benefits and promotion that will help to finalise the proposed quotation.

- Retaining clients within our records at renewal as per set renewal objectives.

- Attend to Client's request in a timely manner (walk-in, phone calls and emails).

- Process client's request on system and deliver the necessary documents and assist in the understanding of insurance contract terms and conditions.

- Assist client in the notification of their claim, guide them towards the correct track to follow for finalization of their file.

- Encourage client to rate our service at each visit (Happy Or Not) and to adopt the latest technology proposed by the company (e.g. e-doc, MUA mobile, web application).

- To give assistance to Life clients.

- To operate as cashier of the branch.

- To keep all records up to date in respect of any task allocated by the Branch Manager.

Job Requirements

- HSC

- Certificate in Insurance

- A minimum of 2 years of experience of relevant experience

- Strong analytical, programming and communication skills

- Result-oriented and committed to meeting deadlines

- Good attitude and able to work in a team

Interested candidates are requested to send their CV on 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.