



Job Title: Customer Service Representative

Department: Business Development (Grand Baie)

### 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 Basic General Insurance products according to client's needs.
- Forwarding Insurance leads to Relationship Executives for complex Insurance products and all leads that are not finalized in branch.
- Proposing all benefits and digital solutions that will help adopt the latest technology proposed by the company.
- 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.
- 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 will be a definite advantage
- 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](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.