



**Job Title: Customer Service Officer**

**Department: Technical Claims (Health)**

### Job Summary

Assist Customers, Brokers, Agents, Clinics, Doctors, Internal Departments including the Claims Department for all administrative tasks relating to medical policies and administrative tasks.

### Main Responsibilities

- Handle both incoming and outgoing calls to assist customers with inquiries and provide timely solutions.
- Manage and respond to customer queries through emails, ensuring clarity and professionalism.
- Attend to walk-in clients, providing them with the necessary assistance and information.
- Follow up on incomplete claims, bank rejections, recovery weekend benefit, Ex-Gratia requests, no renewal cases, and missing client details.
- Present health plan options to potential clients, answering any questions and guiding them through the available options.
- Collaborate and communicate with other teams and clusters to resolve client issues and ensure smooth service delivery.

### Job Requirements

- HSC
- Knowledge in 'Terms & Conditions', Medical Terminology, Medical Protocol, email writing and letters
- Strong communication skills
- Good attitude and able to work in a team

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.