



Job Title: Customer Service Representative

Department: Business Development (Contact Centre)

Job Summary

To consistently deliver a high level of service to MUA customers.

Main Responsibilities

- Provide clear information to customers on MUA's General Insurance products and general information about MUA.
- Attend to customers' requests in a timely manner according to set KPIs.
- Assist customers in the understanding of insurance contract Terms and Conditions.
- Assist customers in the claims process and any information relating to their pending claims.
- Ensure high level customer service when answering calls from 2075500 and call back missed calls to maintain QS above 95%.
- Actively participate in any project linked to customer service delivery and support assigned to the Customer Contact Centre.
- Propose General Insurance products according to client's needs including promotional offers.
- Cross selling and upselling other products to existing clients.
- Process new quotations for customers (General Insurance) and ensure that all information relating to the Terms & Conditions are provided to them.
- Ensure follow-up until the sale is finalised.
- Contact customers as per renewal list submitted by Supervisors and keeping records for monitoring to ensure customer retention.
- Process and deliver Insurance policies to customers as per set KPIs.
- Follow-up with Debtors Department for Standing Orders, Direct Debit, or any related query/issue.
- Promote MUA's digital tools and provide assistance to online customers.
- Scan policy documents and KYCs.

Job Requirements

- HSC
- A minimum of 3 years of relevant experience
- Strong communication skills
- Strong digital skills and confidence in working within technology-driven environments.
- 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.