



**Job Title: Relationship Officer**

**Department: Brokers and Corporate Partners**

### **Job Summary**

The Relationship Officer will create and nurture long-term relationships with our customers and business partners. To resolve any issues that arise to ensure our customers and business partners are satisfied with our services.

### **Main Responsibilities**

- Prepare, submit, record and follow-up of quotations.
- Maintain excellent relationship with our partners by delivering an optimum service within agreed timeframe.
- Strategic development of portfolio; build visibility with brokers and clients; drive the client service process.
- Support the culture of continuous improvement in all areas including improving processes to make the business more efficient.
- Provide information about coverage options and answer questions about coverage terms and conditions.
- Recommend coverage changes based on policyholder needs and market conditions.
- Assist clients to choose appropriate insurance coverage based on their needs and risk tolerance.
- Update client records with policy changes, including notifications of changes in deductibles, coverage limits, or coverage type.

## Job Requirements

- Holder of a Bachelor's (or equivalent) degree (or equivalent experience) in insurance, business, actuarial or related field.
- Willingness to pursue CII qualifications.
- At least 2-year experience in (re)insurance, ideally in client management and/or risk assessment role.
- Excellent verbal and written communication skills.
- Ability to work independently and as part of a team.
- Good negotiation and interpersonal skills.
- Ability to read and interpret reinsurance treaties.

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.