



CITY BROKERS LTD has a vacancy for the position of:

Client Relationship Officer – General Insurance

Job Purpose:

The Client Relationship Officer builds and maintains business relationships with company clients, ensuring that they receive the customized service they need. The role is to maximize long-term revenue opportunities and loyalty by becoming trusted advisers to a portfolio of clients.

Main Duties:

- Provide assistance to ensure on time and scheduled response to customers.
- Develop creative solutions for existing clients, as well as pursue new clientele opportunities.
- Perform as key contact point for portfolio of clients dealing with routine matters throughout range of services and products.
- Give competitive quotations and ensure follow-ups are done for same.
- Facilitate timely issuance of insurance / insurance renewal documents.
- Review insurance policy terms to determine whether a particular loss is covered.
- Check to ensure that appropriate actions were taken to resolve customers' problems.
- Discuss the upcoming renewals to avoid lapses and ensure business retention.
- Ensure adequate checking of insurance related documents / client instructions received.
- Maintain detailed follow up on missing documents / documents requiring modifications, from insurers.

Skills / Qualifications:

- Professional verbal & written communication skills, (incl. ability to effectively communicate with internal / external customers).
- Good computer proficiency (MS Office – Word, Excel and Outlook).
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude.
- Possess flexibility and adaptability to manage changing work requirements and varying volumes of work.
- Ability to work cooperatively and effectively within a team and the organization.
- Ability to manage multiple tasks simultaneously, solve problems, and meet deadlines.
- Holder of a relevant secondary / tertiary qualifications.
- At least 2 – 4 years of working experience, in the insurance sector.

Applications should be sent to the HR Manager, bearing reference **CRO 01/20** on hr@citybrokers.mu or by post :

The HR Manager
City Brokers Ltd
2nd Floor, Harbour Front Building
John Kennedy Street
Port Louis, 11328

Deadline: 29 January 2020