



## Adventist Risk Management

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**Job Title:** Customer Service Representative

**Location:** St Albans Office - UK

**Department:** Client Care

**Supervisor:** Regional Manager – Europe and Africa

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**Purpose:** Assist assigned Account Executive(s) in serving clients, including gathering and maintaining policy renewal data, preparation of schedules of insurance, processing certificates of coverage, and performing general administrative duties.

**Duties:**

- Providing excellent customer service to our clients on the phone, through email and in person.
- Issuing complete and sometimes complicated certificates accurately and timely per the needs of the insured.
- Working with Account Executives, Underwriters, Producers and other team members to ensure the client's requests are taken care of quickly and correctly.
- Maintain well-organized files/records for the Account Executive team, to include distribution of in-coming mail and messages, managing and tracking projects and time sensitive company processes under the direction of the department manager.
- Assist the Account Executives as they complete applications and bind policies by keeping up to date records such as property values and client employee coverages.
- Assist in checking policies and applications for accuracy and requesting corrections when needed.
- Policy changes through endorsements.
- Assist in the development and implementation of the annual client service plan with the Account Executive.
- Responsible for following-up on all client service issues received with the appropriate ARM team member.
- Prepare and maintain schedules of insurance.
- Assist the Account Executive with billing which also includes: sending invoices and statements, bill collections, and handling questions as they arise from the local field.
- Perform other duties as assigned.

**Skills & Qualifications:**

- A-Levels preferred
- Bachelor's Degree in a business-related field preferred
- Minimum of two years successful secretarial or general office experience is required
- General insurance experience is preferred
- Successful completion of the CII(cert) within a two-year period is encouraged
- Proficiency in speaking/writing French required; Spanish preferred.
- Good working knowledge of Windows, Microsoft Office, Word, Excel and basic maths.

**Working Time:** 36.75 hours per week

**Salary:** Pay will be in line with the denominational pay scale depending on skills and experience.

**\*The successful candidate will need to have permission to work in the UK. Interested applicants please email your curriculum vitae to [rfiddis@adventistrisk.org](mailto:rfiddis@adventistrisk.org) by 30 April 2018.**