

▪ **Job Description of Customer Service Executive – (Insurance), Insurance Department**

Function	Insurance Department
Job Summary	Customer Service Executive shall be responsible for day-to-day function such as review of member data for issuance of policies, scrutiny of insurance claims, coordination with branch offices and insurer for completing necessary process as per the Turnaround time.
Job Designation	Customer Service Executive
Job Role	Executive
Location	Head Office, Bengaluru
No. of Opening	1
<b># Duties/Responsibilities</b>	
<ul style="list-style-type: none"> <li>i. Review and verification of customer details for issuance of policy</li> <li>ii. Maintenance and updating of Master Policy Database and endorsements</li> <li>iii. Scrutiny of insurance claim documents prior to submission to the insurer</li> <li>iv. Coordinate with branch offices for timely submission of insurance claim documents.</li> <li>v. Coordinate with insurer for timely settlement of claim and submission of additional information or documents sought for processing of claims.</li> <li>vi. Monitor status of claims at various stages for completing necessary procedures as within the stipulated turnaround time.</li> <li>vii. Preparation of periodical reports for review.</li> <li>viii. Accounting of claim accounts as per the defined procedures.</li> </ul>	
<b># Required Skills/Knowledge</b>	
<ul style="list-style-type: none"> <li>▪ Good communication skills in English (Speaking and Writing) is must.</li> <li>▪ Speaking proficiency in Hindi is desirable.</li> <li>▪ The candidate should have knowledge of Microsoft Excel should be capable of applying basis tools and techniques for data analysis.</li> <li>▪ Basic knowledge of accounting is an added advantage</li> <li>▪ The candidate should possess good communication and interpersonal skills</li> <li>▪ Candidates capable for speaking languages other than their mother tongue and English is preferable.</li> </ul>	
<b># Education and Experience</b>	
<ul style="list-style-type: none"> <li>▪ The candidate should have completed graduation prior to applying for the position.</li> <li>▪ Candidate should have atleast 2-3 years of relevant experience.</li> <li>▪ Candidates with considerable experience in Customer Service, Customer Relationship Management, MIS, Data Analysis is preferable.</li> </ul>	