

Job Description of Customer Service, (Insurance Department)

Function	Insurance
Job Summary	The Customer Service Officer - Insurance shall be responsible for timely completion of business processes and procedures such as payment of premium, issuance of policies, submission and settlement of claims including coordination with the insurer for service related matters.
Job Designation	Customer Service Officer
Job Role	Officer
Location	Head Office, Bengaluru
No. of Opening	1
# Duties/Responsibilities	
<ul style="list-style-type: none">i. Review and verification customer details for its correctness and accuracy.ii. Timely Payment of Insurance Premium.iii. Maintenance of policy data-base and records.iv. Provide assistance to customers and branch staffs for timely submission of claim and its settlement.v. Address queries / customer inquiries regarding the product and service in a timely and accurate way over phone or through email.vi. Keep track of status of insurance claims at various stages for ensuring the Turnaround Time defines for various procedures.vii. Scrutiny and verification of Insurance Claims prior to submission to the insurer.viii. Day to day coordination with Company's branch offices and Insurer for exchange of necessary information, additional documents and inquiries made the insurer while processing the claims.	
# Required Skills/Knowledge	
<ul style="list-style-type: none">▪ Good communication skills in English (Speaking and Writing) is must.▪ Speaking proficiency in Hindi is desirable.▪ The candidate should have knowledge of Microsoft Excel should be capable of applying basis tools and techniques for data analysis.▪ Basic knowledge of accounting is an added advantage▪ The candidate should possess good communication and interpersonal skills▪ Candidates capable for speaking languages other than their mother tongue and English is preferable.	
# Education and Experience	
<ul style="list-style-type: none">▪ The candidate should have completed graduation prior to applying for the position.▪ Fresher's with high calibre for learning and grasping the business process can also apply.▪ Candidates with considerable experience in Customer Service, Customer Relationship Management, MIS, Data Analysis is preferable.	