

**General Agent: Century Insurance Agency Ltd.**



**Century Insurance Agency Limited** – General Agent of NAGICO Insurances is currently seeking **Senior Customer Relations Officer** to add your vision and drive to our team in our **Tortola Branch**.

**Main responsibilities will include:**

- Generating sales leads
- Take the extra mile to engage customers
- Excellent Customer Service; Build sustainable relationships and trust with customer accounts through open and interactive communication
- Identifying and assessing customers' needs to achieve satisfaction
- Provide accurate, valid and complete information to customers
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Review and Resolve customer enquires
- Follow communication procedures, guidelines and policies
- Handling policy issuance, endorsements, cancellations and renewals
- Actively follow-up on monthly renewals and submission of policies not renewed for various banks and clients
- Updating and Sending off running list of Lapsed Policies assigned to the different banks
- Prepare Private (General) Notices for mail and email by deadline
- Assisting Banks with renewal certificates, payment receipts and any other request.
- Process customer accounts and file documents

**Qualification Requirements:**

- Proven customer support experience or experience as a client service representative
- Customer orientation and ability to adapt/respond to different types of characters
- Ability to multi-task, prioritize, and manage time effectively
- Excellent communication and presentation skills
- Must be highly organized
- Be strongly compliant in PC software
- Have a Bachelor's Degree with a GPA of 3.2 and above.
- Bi-lingual in English and Spanish is a plus

**BV Islanders or Belongers preferred.**

Please send resumé to Human Resources Officer, P.O. Box 3448, Road Town, Tortola, VG1110, British Virgin Islands or via email to [info@nagicobvi.com](mailto:info@nagicobvi.com)

**Closing date Novemeber 17<sup>th</sup>, 2017**