

## Client Service Assistant – CICAM at CIC Insurance

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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CIC Insurance Group Limited, commonly referred to as CIC Group, is an insurance and investment group that operates mainly in Kenya, Uganda, South Sudan and Malawi

### Purpose

The role is accountable for the day to day execution of client withdrawals & fund switch requests. The role will deliver operational effectiveness ensuring TAT on client disbursement of funds for excellent client experience.

### Primary Responsibilities

Timely & accurate execution withdrawal & fund switch requests

Confirming client account balances and banking details

Make call backs to verify client's debit instructions

Debiting clients' accounts and process payments end-to end

Responding to any queries/complaints on withdrawals

Preparation of letters to clients' banks to facilitate payments

Carrying out due diligence on the documents received to change bank account details

Accurately process requests to change bank account details

Preparation of monthly interest disbursements and standing order payments

Ensuring adherence to payment operating policies, procedures and risk management

## **PERSON SPECIFICATION**

**Academic Qualification :** A minimum of Bachelors' Degree in Business or in a related field.

**Professional Qualification :** Progress towards relevant professional field (Added advantage)

**Experience :** Up to one years' relevant experience.

### **Skills and Competencies**

Excellent customer service skills Strong interpersonal skills.

Excellent written and oral communication abilities.

Ability to work accurately with close attention to detail; strong ability to scrutinize and examine

Ability to take initiative and prioritize tasks; good time-management, multi-task, problem-prevention and problem-solving skills.

Willingness to adapt to changing business needs

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