

Customer Service Assistant at Britam

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Britam is a leading diversified financial services group, listed on the Nairobi Securities Exchange. The group has interests across the Eastern and Southern Africa region, with operations in Kenya, Uganda, Tanzania, Rwanda, South Sudan, Mozambique and Malawi. The group offers a wide range of financial products and services in Insurance, Asset management, Banking and Property. Our Mission is to provide outstanding financial services to our customers. Our Vision is to be the most trusted financial service partner. We aim to provide our clients, with an unmatched offering, ensuring first class solutions that help secure the future.

Job Purpose:

Responsible for delivering an exceptional customer experience at the service centre and putting the needs of every customer at the heart of every decision-making process.

Key responsibilities

Implement the customer experience strategy and ensure high standards of Customer Service are maintained at the service centre

Investigate and respond to all customer enquiries promptly at the service centre.

Escalate complex queries to the appropriate functional area.

Keep abreast of regular internal (to staff) and external (to customers) communication on Customer Service matters.

Carry out customer, and intermediary related document processing including scanning and indexing documents in the Document Management System.

Process pension queries and requests.

Initiate processing of AMC business through scanning and indexing new business applications, top ups, withdrawals, rollovers and switches.

Maintain an accurate record of all customer interactions in CRM through walk-in clients, phone calls, letters, intermediaries, emails and other customer interactions.

Preparation of any ad hoc departmental reports upon request.

Drive customer self-service by encouraging all walk-in clients to sign up to the customer portal and offer necessary support.

Ensure business retention by taking initiative to conserve cancellations and surrenders before processing customer instructions.

Recording of CRM interactions and ensuring they correspond to the number of interactions handled.

Adherence to best practice standards in achieving Customer experience performance metrics as per the set standards -NPS, CSAT and QA

Ensure timely dispatch of medical cards.

Perform any other duties as may be assigned from time to time.

Requirements

Knowledge, experience and qualifications required

University degree in a social science or business related field.

At least 2-3 years' experience in a contact centre or customer facing role

Technical/ Functional competencies

Ability to discreetly handle sensitive and confidential information

Strong organizational skills; ability to prioritize work and meet deadlines

Strong writing, analysis and presentation skills

Computer literate (MS Word, PowerPoint and Excel expert)

Records management

Customer Service, planning and organizational skills

Leadership category responsibility framework (Core Competencies) Individual Leaders in Britam need to:

Keep up to date with the directions, vision and objectives of the department in order to align own expertise, advice and outputs.

Collaborate with relevant stakeholders in the business in order to achieve business objectives.

Increase and aid in well-informed decisions through the delivery of expertise.

Have a clear understanding of requirements and areas of specialisation through effective networking.

Stay informed in area of expertise through the relevant research, literary review, seminars, publications as well as other relevant resources of information.

Disseminate and analyse relevant information in order to inform and advise the business in terms of the best possible recommendations and decisions.

Adherence to key performance areas, deadlines and goals in order to optimise operational effectiveness.

Effectively communicate resource needs, possible opportunities and achievements to management.

Effectively monitor priorities and objectives.

Understand own objectives in relation to the larger organisational impact.

Effectively disseminate knowledge within the correct context, towards management.

Appropriately act out the company values.

Access accurate and consistent information and services across all channels.

Ensure a seamless experience for clients.

Improve service delivery for clients.

Engage in continuous brand building to become the trusted partners to clients.

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