

Customer Service Representative - Chinese Speaker

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Company: The Cigna Group

Location: Nairobi

Category: office-and-administrative-support

About the job

You are responsible for the client communication for designated account relationships and Contracts.

You are required to response to the client on timely manner providing full and accurate information in one go.

Main Duties / Responsibilities

Performs research to respond to inquiries and interprets policy provisions to determine most effective response.

Excellent interpersonal skills, ability to understand and interpret policy provisions.

Independently responds to inquiries, grievances, complaints or appeals ranging from routine to moderate complexity.

May seek assistance with complex customer services issues.

Qualifications

Must have a diploma or bachelor's degree or equivalent

Excellent English written and oral communication skills

Chinese written and oral skill is a must

Exceptional organizational and time-management focus

Independently responds to inquiries, grievances, complaints or appeals ranging from routine to moderate complexity.

1+ years of customer service experience analyzing and solving customer problems required; call center experience a plus

Ability to perform in a high volume, fast paced call center environment

Proven ability to work independently as well as a productive member of a team

Intermediate proficiency in Microsoft office suite; high level capacity to multitask independently and on a computer

Knowledge of medical terminology a plus

Conditions/requirements

Work in 24 x 7 rotation shifts.

5 days a week.

In split shifts (some hours in the morning and remaining hours in the afternoon or evening) and public holidays

About Cigna Healthcare

Cigna Healthcare, a division of The Cigna Group, is an advocate for better health through every stage of life. We guide our customers through the health care system, empowering them with the information and insight they need to make the best choices for improving their health and vitality. Join us in driving growth and improving lives.

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