

## Customer Service Representative GEH at Cigna

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Cigna is a global health service company, dedicated to helping the people we serve improve their health, well-being and sense of security. Cigna has almost 40, employees who service over 80 million customer relationships around the world. Within its international division, a dedicated unit – headquartered in Belgium – focuses on the needs of International Organisations. This unit is specialised in servicing customers in remote areas as well as central hubs with five service centres in each time zone (Miami, Antwerp, Madrid, Nairobi and Kuala Lumpur) and local representations on every continent. When you work at Cigna, you can count on a different kind of career. > > Why join us? Healthy careers Cigna gives you the opportunity to grow and develop professionally and personally. Because we know our success begins with yours. Healthy returns We offer you monetary and non-monetary rewards. Our compensation is differentiated among employees based on responsibilities and performance. Healthy culture We stand for a work environment that includes the beliefs, values, norms, and management style of our company. Communication is key to our culture. Healthy life We show commitment to our employees' health, well-being and security, with a strong focus on wellness.

### Summary

Our customer service team manages customer-queries through different communication channels (mainly email and phone) providing timely resolutions and pleasant customer experiences.

## **The Role & Responsibilities:**

We are currently looking for a customer service representative (CSR) to join our young and dynamic team. The responsibilities of the role include (but are not limited to):

Managing day to day queries from Cigna's customers whilst putting the service experience at the center of all activities

Adhering to the productivity and quality standards set by the management team.

Taking full ownership of all cases and following through up to the end. When required, scheduling follow-ups to keep the customer in the know regarding the progress of their query

Keeping comprehensive records of all customer interactions in the customer relationship management (CRM) tool

Handling and processing of medical reports and other highly confidential information in line with all relevant data privacy guidelines (GDPR in particular)

Obtaining & maintaining expert knowledge about all relevant tools, processes and documentations, but seeking advice from supervisors and higher management when needed

Liaising with other department where required for the resolution of a query (claims analysts, medical advisers, finance department etc.)

## **What we are looking for:**

### **Education & Work experience:**

Previous Customer Service Experience desired (ideally Contact Center, Reception or similar)

Good knowledge of MS Office and ability to learn new software applications quickly

Active knowledge of English is a must (C1 level or higher)

Knowledge of other languages is a plus.

### **Other skills and characteristics of a successful candidate:**

Decision-making ability: Quickly understands new situations and takes the right decisions for a fast and accurate resolution of incoming requests. Ability to navigate ambiguity

Communication: Excellent Communication skills both with colleagues and external customers.  
The ability to emotionally connect with customer in distress is highly desirable

Accuracy: High attention to details and a desire to work faultlessly

Efficiency: Ability to work quickly through customer requests maintaining high quality standards

Team player: Embraces and promotes a co-operative and friendly work-environment in an international and inclusive team

Discreet: works discreetly with confidential (medical) information

High resilience to work under pressure & ability to multi-task.

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