

Customer Service Representative Portuguese Speaker at Cigna

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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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.

About the job

Handle calls and e-mails and respond to simple and complex inquiries regarding eligibility, cards status, Envoy registration/navigation, policy benefits, issue certificates of insurance, claims status and other related information and provide solutions for customers and clients.

Receives requests by mail, telephone, or in person regarding insurance claims/policies.

Responds to inquiries from policy holders, clients, brokers and/or others. Performs research to respond to inquiries and interprets policy provisions to determine most effective response.

Mails or routes claim forms and supporting documentation to various units for final processing.

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.

Requirements

Qualifications

Must have a Diploma or Bachelor's degree or equivalent

Excellent English written and oral communication skills

Portuguese 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

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

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