



The Cayman Islands National Insurance Company invites applications from suitably qualified Caymanians for the post of:

ADMINISTRATIVE ASSISTANT/RECEPTIONIST
SALARY RANGE: CI\$32,460 - \$43,632 PER ANNUM

Reporting to the Senior Client Services Manager, the post holder serves as the primary point of contact for walk-in as well as telephone customers, and is responsible for ensuring that each interaction provides courteous, professional, and efficient service.

RESPONSIBILITIES:

- Greet and assist all clients, vendors, service providers and visitors/callers in a helpful and courteous manner;
- Provide timely and accurate reports to the General Manager on all incoming complaints, in keeping with policy and procedure;
- Assist with the preparation of correspondence and other documents/packages for distribution by mail, courier, electronic transmission and hand delivery;
- Assist with the preparation of member enrollment files;
- Prepare and mail member welcome packets;
- Log and distribute incoming mail;
- Answer incoming calls and ensure that messages are relayed accurately and in a timely manner;
- Maintain claims cheque log and prepare health claim cheques for disbursement;
- Collect premium and other fee payments, issue receipts, and balance payments at the end of each day;
- Replenish client forms in the waiting room;
- Provide guidance to members as regards proper completion of the various client forms.

KNOWLEDGE, EXPERIENCE AND SKILLS:

- At least 2 years of Receptionist/Front Office experience, preferably within the Insurance Industry, is required;
- Industry continuing education such as CII, LOMA or AHIP certification is an advantage;
- Proficiency in all aspects of communication in the English language is essential;
- Must be highly organized, self-motivated, capable of working under own initiative, reliable, tactful, an expert in multitasking, as well as must be detail oriented with keen attention to timeliness and accuracy;
- Must be well versed in all aspects of confidential information management;
- High level of computer literacy, with proficiency in Microsoft Outlook, Excel and Word is essential;
- Must possess great interpersonal skills and must be able to work well within a team structure.

Salary will be commensurate with experience. Pension and health insurance benefits are provided as required by law. **Only applicants who are short-listed for interview will be contacted.**

Cover Letter & CV should be sent to:

The Human Resources Manager – CINICO
P.O. Box 10112
Grand Cayman KY1-1001
E-mail: humanresources@cinico.ky

APPLICATION DEADLINE: December 10th 2021