



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

CLIENT SERVICE MANAGER – Cayman Brac Branch

SALARY: CI\$35,880 - \$48,288 PER ANNUM

Reporting to the Senior Client Service Manager, the post-holder is required to provide exceptional customer service to all who interact with the organization.

PRINCIPAL ACCOUNTABILITIES:

- Ensure effective and efficient administration of all aspects of the customer service functions;
- Responsibility for interactions with an assigned portfolio of members including, but not limited to, enquiries, eligibility information, policy information, service related enquiries and issues, and complaints;
- Shared responsibility for provider eligibility requests with the other Client Service Managers (CSMs) on a rotational basis;
- Represent CINICO at member orientations and other CINICO hosted events;
- Provide direction to the Administrative/Reception staff with their customer service functions;
- Provide back-up coverage in the event of any other CSM's absence from office;
- Any other duties that may be assigned by the Senior Client Service Manager and Senior Management as required from time to time.

KNOWLEDGE, EXPERIENCE AND SKILLS:

- At least 3 years of Customer Service experience, preferably within the Insurance Industry is required;
- Industry continuing education such as CII, LOMA or AHIP certification is an advantage;
- Must be proficient in all aspects of communication in the English language: Written and Verbal;
- Must be highly organized, self-motivated, capable of working under own initiative, reliable, tactful, function well under pressure, and an expert in multitasking;
- The successful candidate must also possess an elevated level of resolution and critical thinking skills, and must be well versed in all aspects of confidential information management;
- Applicants must possess a high level of computer literacy, with proficiency in Microsoft Outlook, Excel and Word;
- Must possess good interpersonal skills and ability to work well within a team structure, as well as detail orientated with keen attention to timeliness and accuracy.

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