

Sagicor Life Insurance Company
Job Description

Department: Client Services
Position: Client Care Analyst – Non-Exempt
Grade: 2
Supervisor: Client Services Supervisor

Position Purpose

Must have a passion to serve others; enjoy interaction with people and project a positive, professional image consistent with the Sagicor vision. Take ownership by effectively and efficiently resolving client and producer issues, be an advocate for fair client resolution and view customer complaints as opportunities by exhibiting exceptional customer service.

Key Duties/Responsibilities

- ◆ Effectively handle a minimum of 150 inbound telephone calls per week. Also handle outbound calls, e-mail, web requests, correspondence and other client contacts as needed.
- ◆ Display a passion for helping external and internal clients, producers and their representatives.
- ◆ Empowered to make appropriate decisions/take ownership to resolve simple to moderate client transaction requests or issues.
- ◆ Display strong listening, interpretation and analytical skills.
- ◆ Effective verbal communication with clear diction and moderate temperament. Self-awareness of voice tone. Able to professionally handle both satisfied and moderately disgruntled or impatient clients.
- ◆ Strong written communication skills. Produce clear, professional correspondence, call documentation and reports: either written, e-mail or web based.
- ◆ Develop a thorough understanding of administration systems as they support Care Center functions, keeping an eye toward improvements that will benefit care of our Clients.
- ◆ Participate in ongoing training to improve knowledge base and skills.
- ◆ Each day be logged into all applicable systems (phone, GIAS, LSP, ADP, etc) and ready to accept first call of the day at assigned start time. Occupancy rate is consistent with scheduling.
- ◆ Develop a thorough understanding of the assigned products. Identify and process the appropriate transactions; and explain these transactions and their requirements to Clients and Producers.
- ◆ Maintain current knowledge of corporate policies, products and departmental procedures. Updates will be communicated from management, but maintaining and applying this knowledge is required on the part of the Client Care Analyst.
- ◆ Follow contact center best practices as identified and implemented by center management.
- ◆ Participate in projects and assist in other duties as requested.
- ◆ Maintain departmental goals for quality and productivity.

- ◆ Required to complete 8 hours of community service. Participation can only be done through the organizations that have been designated by Human Resources to each Sagicor business/office location. These hours are to be scheduled through your Department Manager.

Qualifications

- ◆ Experience with Contact/Call center methodology and practice experience preferred.
- ◆ One to 2 years Life Insurance experience with in-depth knowledge of life insurance contracts desired.
- ◆ ACS, ALMI or FLMI designation preferred. If not, must complete LOMA 281 & LOMA 291 within 9 months of starting position.
- ◆ Effective problem solving skills. Very flexible, ability to work under pressure, strong desire to advocate for resolution of client issues.
- ◆ Excellent verbal and written communication skills. Strong telephone etiquette and usage skills.
- ◆ Strong team player. Ability to maintain positive and professional demeanor in all work activities.
- ◆ Adherence to scheduling is critical.
- ◆ Strong multi-tasker with ability to maneuver in multiple systems while communicating with clients on the telephone, through our website or in e-mail.
- ◆ Ability to effectively utilize e-mail, internet, Microsoft Office products (Word, Excel).
- ◆ College degree or equivalent work experience.
- ◆ Bilingual in English and Spanish a plus.