

Company Details	
Company Name	Chubb Insurance Hong Kong Limited
Company Description	<p>Chubb is the world's largest publicly traded property and casualty insurer. With both general and life insurance operations, Chubb has been present in Hong Kong for more than 90 years via acquisitions by its predecessor companies. Its general insurance operation in Hong Kong (Chubb Insurance Hong Kong Limited) is a niche and specialist general insurer. The company's product offerings include Property, Casualty, Marine, Financial Lines and Consumer Lines designed for large corporates, midsized commercial & small business enterprises as well as retail customers. Over the years, it has established strong client relationships by offering responsive service, developing innovative products and providing market leadership built on financial strength.</p> <p>More information can be found at www.chubb.com/hk.</p>
Location	Quarry Bay
Classified Start Date	21 June 2019
Job Details	
<input type="checkbox"/> Non-sales Position (Back-office)	<input checked="" type="checkbox"/> Intermediary / Sales Position (Front-line)
Position	Customer Service Executive
Department	Customer Care
Job Category	Customer Service
Job Description / Duties	<ul style="list-style-type: none"> – Provide market-leading service experience that includes, general enquiry, insurance coverage enquiries, complaint management and claim procedure for direct customers and key partners – Conduct inbound and outbound service calls, offering phone insurance enrolment services to customers and policy retention activities – Explore cross-selling opportunities, where appropriate – Manage email correspondence & address customer enquiries – Perform customer servicing activities in support of key business strategies – Support ad hoc job duties related to customer service, as required
Requirements	<ul style="list-style-type: none"> – IIQE Paper 1 and 2 are required – At least 1-year experience in customer service or call center, preferably in Insurance Industry – Good command in both spoken and written English and Cantonese – Proficiency in Mandarin is a plus – Proactive, independent, self-motivated with strong interpersonal – PC literate in MS Word, Excel and Access – Less experience will be considered as Temporary Customer Service Executive
Application Method	Interested parties please send your resume to email to hr.recruit@chubb.com
Application Deadline	20 July 2019
Year(s) of Working Experience*	1-year
Employment Type	Permanent Full Time
Additional Benefits	Attractive remuneration and benefits will be offered to successful candidates.