

## Job Advertisement

| <b>Company Details</b>   |  |
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| Company Name   | MSIG Insurance (Hong Kong) Limited   |
| Company Description  | <p>Headquartered in Japan, MSIG is a long-established global insurer with 14,000 dedicated employees. We are a non-life insurer with the largest insurance network in Asia, operating through an international framework of over 40 countries and regions. Our affiliation with Hong Kong alone stretches back over 150 years.</p> <p>We go above and beyond the call of duty in every aspect of our operation, and we are taking this mandate to develop our people into world class insurance professionals of the highest calibre. Today, we are inviting applications from talented individuals who share our passion for excellence. The opportunity is here for you to excel yourself and expand your potential to the best of your limit.</p> |
| Location   | Taikoo   |
| Classified Start Date  | 17 Mar 2023  |
| <b>Job Details</b>   |  |
| <input type="checkbox"/> Non-sales Position (Back-office) <input checked="" type="checkbox"/> Intermediary / Sales Position (Front-line) |  |
| Position   | Customer Service Representative  |
| Department   | Customer Centre  |
| Job Category   | Insurance Call Centre  |
| Job Description / Duties   | <ul style="list-style-type: none"> <li>Manage customer enquiries and complaints generated via different touch points such as inbound call, email and written correspondence within the company's service pledge in an efficient, professional and accurate manner</li> <li>Establish and maintain good customer relationship by providing one-stop customer care services</li> <li>Provide after-sales service to customers including policy endorsement and claims handling</li> <li>Ensure service delivered meets the company standard and complies with internal and regulatory requirements</li> <li>Ensure the data accuracy and activities to be logged in the system</li> <li>Support initiatives and projects assigned</li> </ul>           |
| Requirements   | <ul style="list-style-type: none"> <li>F.7 graduate or above qualifications</li> <li>Holder of IIQE (Paper I &amp; II) qualifications</li> <li>At least 3 years in inbound call centre environment with focus on customer service, complaint and claims handling</li> <li>Healthcare knowledge and general insurance experience are essential</li> <li>Self-motivated, independent, good team player, customer-oriented with excellent customer service and communication skills</li> <li>Fluency in Cantonese and English, good command of Mandarin would be an advantage</li> <li>Proficient in MS Word, Excel, PowerPoint and Chinese Word Processing</li> </ul>  |
| Application Method   | Interested parties please send full resume with current and expected salary to <a href="mailto:hrdivision@hk.msiga.com">hrdivision@hk.msiga.com</a>  |
| Application Deadline   | 31 Dec 2023  |
| Year(s) of Working Experience  | Minimum 3 years  |
| Employment Type  | Full Time, Permanent   |
| Additional Benefits  | Dental insurance, Double pay, Education allowance, Five-day work week, Life insurance, Medical insurance   |