

Well Link Life Insurance Company Limited

Customer Services Officer

Job Responsibilities

- Ensure smooth functioning of the Wealth Management Centre and providing quality customer services for general customer inquiries, policyowner's services and claims related matters.
- Provide professional and excellent customer services in resolving day-to-day enquiries and requests from customers and various distribution channels within the service pledge.
- Identify customer needs and provide value added services to uplift customer satisfaction.
- Cooperate with other internal departments to ensure timely resolution of customer requests.
- Performs outbound communications on policy conservation, post sales calls and other services initiatives with documented protocols.
- Responsible for providing life insurance policy services to customers relating to various policy changes and renewal process in a timely and professional manner in compliance with regulatory and business requirements.
- Track daily activities for preparation of statistical reports in supporting team management for productivity monitoring and service improvement.
- Handle and ensure customers' complaint are resolved effectively in line with company policies and procedures.
- Perform other ad-hoc / related duties as assigned by management to support the operation of the department as well as the Wealth Management Centre.
- Any task assigned by the Company and / or superior.

Job Requirements

- Knowledge of life insurance products and solid understanding of insurance operations.
- Form 6 or above, preferably with IIQE Paper I, III and V examinations passed.
- Minimum of 2-3 years experience in Customer Services, Policy administration or Operations with good knowledge of life insurance industry.
- Excellent service attitude and able to follow through on commitments to customer.
- Pro-active, self-motivated, mature and pleasant personality.
- Able to work independently and under pressure with good problem-solving skills.
- Responsible, well-organized and attentive to details.
- Good command of spoken and written English and Chinese. Fluency in Putonghua is an advantage.
- Proficiency in the use of Microsoft Office and Chinese Word Processor.
- Candidate with less experience will be consider as Assistant Customer Services Officer.

We are an equal opportunity employer and welcome applications from all qualified candidates.

Please send your full resume stating present and expected salary to Human Resources Manager by sending email to careers@wli.com.hk.

All personal data provided will be treated in the strictest confidence and used only for recruitment related purposes. All personal data will be destroyed after 6 months of submission.

Only short-listed candidates will be contacted.