

Current Designation:	Executive / Sr Executive – Motor – General Insurance		
Department/Group:	General Insurance		
Location:	Mumbai – Kandivali	Position Type:	Full-Time
Reporting Relationship			
Reports to:	Operations Manager	Positions Supervised	Runner Boys
Internal Relation:	Customer Service, Sales	External Relation:	Insurance Companies, Customers
Required Skills			
Behavioral		Functional	
<ol style="list-style-type: none"> Customer Driven – Should be concern that the customer does not miss the deadline and effective guide them with right solutions Effective Communicator - As much as you might prefer email and text messaging, insurance business still gets done over the phone. Time Management - A renewal is considered to be late if all renewal requirements are not met on or before the expiration date of the license. Proactive – Time being the biggest essence, the executive have to be proactive and cant effort to procrastinate 		<ol style="list-style-type: none"> Calendar Management and Alertness - Insurance professionals who handles renewal should be alert with the calendar management and alert the customers well in advance. Subject matter expert – Knowledge about Medicare products Organizational Skills - Because insurance professionals handle customer files and records, they must have efficient organizational skills. Computer Skills - Insurance professionals must be comfortable working with computers and making math calculations 	



Job Description

Role and Responsibilities:

1. Renewing current policies, and assisting with claims.
2. Provide proactive support to clients in the renewal process consistently, timely and accurately.
3. Track contracts that are soon to be expired and contact customers for renewals. The customers need to be contacted both in writing and by call, 2 months in advance and reminders to be given periodically.
4. When sending reminders, detailed fresh Quotes for renewal with complete information has to be emailed to the client.
5. Gracefully accept discontinuation and record the feedback.
6. Analyze customer feedbacks and develop new techniques to ensure customer retention.
7. Respond to customer queries and address service complaints in a timely manner.
8. Provide excellent customer services and ensure customer satisfaction.
9. Build positive working relationships with customers for repeat businesses.
10. Maintain all records
11. Punch all Policies & Endorse them.
12. Report the progress of monthly/quarterly initiatives to stakeholders
13. Maintain bookkeeping systems, database and records
14. The goal is to build up strong positive relationships, to ensure growth attainment and increase our firm's reputation.

Education & Experience:

- Minimum 3 Years of Experience in Motor Insurance.
- Good Computer skills, especially MS Excel
- Sense of ownership and pride in your performance and its impact on company's success
- Critical thinker and problem-solving skills
- Team player
- Good time-management skills
- Great interpersonal and communication skills
- Bachelors in Any Field.

