



Customer Service Assistant

- **Vacancy for:** 1
- **Posted on:** Aug. 11, 2017
- **Deadline:** Aug. 18, 2017, 6 p.m.

Position Summary

The given job position is posted on behalf of the client organization of Real Solutions Private Limited, "**A Reputed Insurance Company**". The selected candidates will be hired under the contract of Real Solutions Private Limited and shall be deputed on the location assigned by the client organization.

Job location: Kathmandu, Nepal

Offered salary: 11,500.00

Department: Claims Department

Purpose of the position: The main purpose of position is to liaison the Claims Department and the customers. The position will be involved in facilitation of various claims processes and ensure the claims settlement is intact. The position will also deal and coordinate with other departments to ensure claims process is timely.

JOB SPECIFICATION

- Bachelors running or completed in any stream
- Proficiency in MS Office - Word, Excel
- Prior experience in customer service
- Maintain punctuality strictly, regular and predictable attendance
- Work collaboratively in a team environment with a spirit of cooperation
- Respectfully take direction from Supervisor

JOB DESCRIPTIONS

- Coordinate with various claims unit regarding claims status
- Update clients and customers on claims settlement
- Update and inform clients and customers on documents required for claims settlement
- Coordinate claims team by filing important documents and communicating relevant information
- Pick up and respond to phone calls of Claims dept.
- Correctly respond to customers' and clients' enquiry accordingly
- Respond to complaints from customers and give related claims inquiries support when requested
- Inform clients of unforeseen delays or problems related to claims settlement
- Ensure the adequacy of materials, office stationery of claims dept.
- Collect documents of Claims Dept. and forward it to the respective units.
- Refer to supervisors for solutions of problems
- Perform other duties as required and assigned

Applying Procedure

Apply Link : <https://merojob.com/customer-service-assistant/>

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