



*'Solving Tomorrow's Problems Today'*

Fraser Fontaine & Kong Limited (Insurance Brokers) invites applications from suitably qualified persons to fill the position of **CLIENT SERVICES REPRESENTATIVE** as outlined below:

### **CORE FUNCTIONS**

To provide guidance and assistance to customers in oral or written form regarding New and Renewal Client Portfolios, while ensuring full compliance with the internal operational processes and the requirements guidelines of insurers and regulators. In addition to maintain consistent communication with the Manager, Corporate Account Officers, Account Executives and clients throughout the customer experience.

### **QUALIFICATIONS & EXPERIENCE**

1. BSc Degree from a tertiary level institution preferably in Management Studies.
2. Jamaica Insurance Diploma, comparable qualifications or pursuing.
3. Four (4) years working experience in an Insurance Brokering Services sector or within the Insurance sector.
4. Registered as a Sales Representative for the relevant class of insurance

### **REQUIRED COMPETENCIES**

#### **Core**

1. Very good customer service management skills
2. Good negotiation skills.
3. Very good oral and written communication skills
4. Very good interpersonal skills
5. Attention to detail and accuracy in work
6. Self-motivated and demonstrate personal responsibility and accountability

#### **Technical**

1. Good knowledge of insurance broking business
2. Good knowledge of all classes of insurance.
3. Good knowledge of Microsoft Word and Excel
4. Good knowledge of Broking Software System.
5. Good knowledge of office systems
6. Compliance with organization and regulatory policies and procedures
7. Compliance with Anti-Money Laundering and Proceeds of Crime Act.

Applications should be emailed or sent to:

**The Human Resources Manager  
Fraser Fontaine & Kong Limited  
28 Pawsey Place, Kingston 5  
Email: [hrd@ffkja.com](mailto:hrd@ffkja.com)**

Applications close on **July 09, 2021**. **Please note that only short-listed candidates with experience in the insurance industry and licensed in the class of businesses will be contacted.**