



'Solving Tomorrow's Problems Today'

Fraser Fontaine & Kong Limited Insurance Brokers invites applications from suitably qualified persons to fill the position of **CUSTOMER SERVICE 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 and guidelines of insurers and regulators.
- To maintain consistent communication with all clients throughout the customer experience.

QUALIFICATION & EXPERIENCE

1. 5 CXC subjects at Levels 1, 2 or 3 inclusive of English Language (at levels 1 or 2) and Mathematics or another numerate subject.
2. Pursuing the Jamaica Insurance Diploma or comparable qualifications.
3. Five years working experience in the Insurance Broking Sector or the Insurance sector with at least three years working experience in a similar position.
4. Registered as a Sales Representative for the relevant classes 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. Good interpersonal skills
5. Attention to detail and accuracy in work
6. Self-motivated and demonstrate personal responsibility and accountability

Technical

1. Working knowledge of insurance broking business
2. Sound knowledge of the Motor & Property classes of insurance
3. Working knowledge of the other classes of insurance is an asset
4. Good knowledge of Microsoft Word and Excel
5. Basic understanding of the FFK operating systems.
6. Ability to use basic office systems
7. Compliance with organization and regulatory policies and procedures

Applications should be emailed or sent to:

The Human Resources Manager
Fraser Fontaine & Kong Limited
28 Pawsey Place, Kingston 5
Email: hr.request@ffkja.com

Please note that only short-listed candidates will be contacted.