

CITYBROKERS INSURANCE

City Brokers Ltd is hiring a Client Relationship Assistant.

Established in 1986, City Brokers Ltd (CBL) is Mauritius' largest insurance broker. Supported by a team of about 95 staff, CBL acts as full-time consultant or broker to over 4,000 clients, including major corporates such as leading local and international commercial banks, large local and international hotel groups, sugar mills including refineries and power plants, local and regional textile groups, some of the major construction industry operators and various other large and medium corporate industrial, commercial and service organisations. CBL is an FSC licensed company.

With extensive knowledge in all fields of economic activities and an understanding of the major risks and issues facing businesses, CBL is able to design tailored solutions that add practical value to its clients' operations. As a correspondent broker to major international insurance and reinsurance brokers, it is able to share with its customers added resources and global knowhow and network.

Situated at **2nd floor, Harbour Front Building, John Kennedy Street , Port-Louis**

Duties are as follows:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in performing as key contact for selected customer relationships under the Senior Executive and Senior CRO guidance.
- Contact clients to respond to inquiries or any planned adjustments.
- Closely manage, maintain and develop excellent business relationship with all clients in the portfolio more specifically with your assigned portfolio of clients.
- Provide assistance to ensure on time and scheduled response to clients, within shortest delay.
- Assist in performing as key contact point for portfolio of clients dealing with routine matters throughout range of services and products.
- Handle calls with customers to provide information about products or services, take instructions or gather complaints details.

- Assist the Senior CRO and CROs in providing competitive quotations and ensure follow-ups are done for same.
- Facilitate timely issuance of insurance / insurance renewal documents.
- Ensure adequate checking of insurance related documents / client instructions received.
- Perform detailed follow up on missing documents / documents requiring modifications, from insurers.
- Alert the Senior Executive and Senior CRO with respect to any delays along with potential issues during renewals.
- Provide reports as and when needed by your reporting lines.

Policies & Procedures:

- Adhere to legal requirements, industry regulations and customer quality standards set by the company.
- Adhering to company guidelines, policies and procedures established.
- Any related duties as assigned by your heads of department.

We are currently looking for degree holders in BSc (Hons) Management / BSc (Hons) Management (Minor: Finance).

Duration: Full time

Experience: not required

Remuneration: negotiable

Working Days/ Time: From Monday to Friday- 8:30 to 16:30pm

Send your CV/ Motivation Letter on: hr@citybrokers.mu

By: **Friday 06.09.24**

Learn more on their company: (<https://www.citybrokers.mu/>)