**General Agent: Century Insurance Agency Ltd.**



**NAGICO’s General Agent Century** is seeking to hire a customer-centric, reliable and empathetic individual to join our team as a Customer Relations Officer.

**Responsibilities:**

- Build and maintain strong relationships with insurance customers, responding to their queries and concerns promptly and efficiently.

- Assist customers in understanding insurance policy coverage.

- Handle incoming customer calls and emails, providing professional and friendly assistance.

- Handle various transactions including policy issuance, endorsements, cancellations, renewals etc.

- Keep accurate records of customer interactions and transactions.

**Requirements:**

- In minimum, must have an Associate’s Degree with a GPA of 3.2 and above; additional education or certifications in insurance or a related field are a plus.

- Proven experience in customer service or client support roles; previous experience in the insurance industry is a plus.

- Must have a minimum of 2 years working experience.

- Excellent communication skills, both verbal and written, with a customer-focused approach.

- Strong attention to detail and accuracy in policy administration and documentation.

- Ability to handle multiple tasks and prioritize responsibilities effectively.

- Professional demeanor, empathy, and patience when dealing with clients, especially during challenging or sensitive situations.

- Willingness to continuously update knowledge of insurance products, industry trends, and regulatory changes.

- Strongly compliant in PC software.

Please send resumé to Human Resources Officer, P.O. Box 3448, Road Town, Tortola, VG1110, British Virgin Islands or [hr@cialbvi.com](mailto:hr@cialbvi.com). Only suitable applications will be acknowledged. **Closing date: TBD**