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



Are you a customer-centric individual with excellent communication skills? Are you passionate about providing exceptional service to customers? If so, we have an exciting job opportunity for you. We are seeking a reliable and empathetic individual to join our team as a Customer Relations Officer. As a Customer Relations Officer, you will be the first point of contact for our customers, providing exceptional customer service and support to our clients.

**Responsibilities includes but is not limited to:**

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

- Assist customers in understanding insurance policy coverage.

- Collaborate with the sales team to provide information and support during the onboarding process for new customers.

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

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

- Investigate and resolve complaints or issues to ensure customer satisfaction.

- Keep accurate records of customer interactions and transactions.

- Stay up to date with industry trends and changes in insurance policies to provide accurate information to customers.

- Participate in training programs to enhance product knowledge and customer service skills.

**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.

- Bi-lingual in English and Spanish is a plus.

**Why Join Our Team:**

- Competitive salary and benefits package.

- Opportunities for career growth and professional development.

- A supportive and inclusive work environment.

- Chance to make a real impact in customers' lives by being the first point of contact for their insurance needs.

- Work with a team of dedicated professionals who strive for excellence in customer service.

**BVIslanders or Belongers preferred.** To apply, please submit your resume and a cover letter outlining your relevant experience and why you are interested in this position to [hr@cialbvi.com](mailto:hr@cialbvi.com). We thank all applicants for their interest, but only selected candidates will be contacted for an interview.