

Let's care for tomorrow.



ALLIANZ INSURANCE LAOS

Claims Customer Relationship Officer



Location
Vientiane (Laos)



Job level
Graduate, Bachelor degree in BA



Customer relation, Admin, 3 yrs experience



Full time

About Company

Allianz Insurance Laos is one of the most trusted insurance in Laos, established since 1990. Caring for our employees, their ambitions, dreams and challenges, is what makes us a unique employer. Together we can build an environment where everyone feels empowered and has the confidence to explore, to grow and to shape a better future for our customers and the world around us. Join us. Let's care for tomorrow.

Key responsibilities/What you do

A Claims Customer Relationship Officer will be working in Claims Department to follow up all claims of the VIP customer, maintain an ongoing level of engagement with key customers and build trusting relationships with clients in the claim process, and protect company brand by maintaining a positive image. Provide administrative support in processing claims when customer volumes are low including taking on or supporting projects and initiatives taken up by the team from time to time.

This role has a blend of skill sets in both customer service and claims processing. The focus is on customer service excellence to ensure claims and product benefits/processes relating to claims are correctly articulated.

- Follow up and monitor VIP claims in all LoBs by coordinating with the related division and HoDs to facilitate the process of claim until the claim is successfully paid out and closed.
- Manage to understanding customer individual needs and addressing it in proper and effective way.
- Assist to draft and/or respond to customer claim matters
- Overseeing VIP customers portfolio to ensure that all claims are handled timely and properly and update claim status to the customer regularly.
- Resolving customer complaints quickly and update back to the customer our response for such complaints along with mitigation plan.
- Approach to the VIP customers in the process of claim with proactively and reactively methods to ensure customers trust and satisfaction.
- Meeting with HoDs and managers to plan about key requirement strategically to sustain customer satisfaction.
- In charge of the VIP portfolio observation and conduct portfolio reviews.
- Share, improve and align with the other Claims teams for claims FAQs and draft related document or templates

- Coordinate with Marketing CRM to promote the customer service minds and organize relevant activities to build up relationship with VIP customers.
- Produce a monthly report on VIP claims and complaints report with status and future action plan.
- Perform other tasks that may assign by HoDs.

Key requirements/What you bring

- Must have people management experience: At least 3 years of experience in customer relation, marketing, service section or with similar nature of responsibilities.
- Basic MS Office software applications (Word, Excel, Power Point, Outlook, etc).
- High interpersonal, customer centric, service mind strongly preferred.
- Able to follow instructions and adapt to working environment with minimal supervision
- Good spoken and written communication skills, able to communicate well both in Lao and English.
- Showing great attention to detail, responsible, systematic and good interpersonal skills, preferable to prior experience from customer service and claims
- Demonstrated ability to interact in a positive, respectful manner and establish and maintain customers trust and building relationships/connection.
- Ability to effectively organize, prioritize, multi-task and manage time.
- Able to travel for meeting with key customers where necessary.

Key benefits/What we offer

We at Allianz Insurance Laos offer a flexible working hour, an out of work activities, a positive learning and growing environment to support your professional career and personal development.

We also believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

Apply now

Submit your CV, fill out the application form and send to recruitment@agl-allianz.com Tel: (21) 215903, Ext: 218

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