

Luxembourg Jobs Expertini®

Junior Customer Service Administrator-German Speaker

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Company: Zurich Insurance Company

Location: Luxembourg

Category: office-and-administrative-support

Zurich is one of the world's leading insurance groups, and one of the few to operate on a global basis. Our mission is to help our customers understand and protect themselves from risk. With about 53,000 employees serving customers in more than 170 countries, we aspire to become the best global insurer as measured by our shareholders, customers and employees. We help individuals, small and medium sized companies and global corporations around the world understand and protect themselves from risk by offering a wide range of insurance products, solutions and advisory services.

Junior Customer Service Administrator – German speaker

This role provides you with the opportunity to join ZEL's Group Risk team. As a Customer Service Administrator, you will service our growing European portfolio. You will have extensive interactions with brokers, customers, and internal stakeholders on the expat and local Group Life and Disability market.

Main Responsibilities

Administer new and existing clients within the agreed service standards

Process renewals in collaboration with Pricing team, Proposition team and Sales team;

Following up the outstanding debts and confirming the incoming payments;

Perform Anti Money Laundering (AML - KYC) checks/review in accordance with compliance and legal guidelines;

Communicate any agreed options or solutions to customers and brokers in an efficient, timely

and professional manner;

Manage and maintain good working relationships with existing brokers/customers by ensuring customer/broker expectations are managed and met;

Perform administrative tasks and reception duties as part of the team

Your skills and experience

Fluent in English & German are mandatory

At least 2 years work experience within the insurance/ finance industry or in a similar position would be an asset

Excellent communication skills, both written and verbal

Computer literate, including knowledge of Microsoft Office packages (e.g. MS Word and MS Excel)

Good organizational and time management skills with the ability to work accurately and to deadlines

Constructive approach to dealing with internal and external customers

We offer

Full-time position in our friendly and motivated team in Luxembourg

International working environment

Compensation packages to high standard market rates

A high standard Group health insurance & Pension plan

Flexible working policy to support your work life balance

Career path and opportunities within Zurich Group

Executive Managers whose doors are always open

A work model based on transparency and recognition

Training & Development for upskilling your future experience

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