

Luxembourg Jobs Expertini®

Junior Customer Service Administrator

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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

Fixed-Term Contract

This role provides you with the opportunity to join ZEL's Corporate Pensions team. As a Junior Customer Service Administrator, you will service our existing European portfolio. You will have extensive interactions with brokers, customers, and internal stakeholders.

Main Responsibilities

Administer existing schemes within the agreed service standards (sustaining relationships with planholders, brokers and colleagues within the Zurich Group)

Providing support to the planholders in introducing new entities

Perform Anti Money Laundering (AML) 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;

Responding to queries and acting as a liaison between the customer and the operational teams

Perform administrative and organizational tasks of the team.

Your skills and experience

Fluent in English and French is mandatory

1-2 years' work experience in Customer service

Strong teamwork with excellent interpersonal, written and verbal communication skills

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

Problem solving and 'can do' attitude

We offer

Fixed term contract in our friendly and motivated team in Luxembourg

Full-time position

International working environment

Compensation packages to high standard market rates

Entitled to 35,5 holidays per year as part of our insurance convention

A high standard Group health insurance & Pension plan

Flexible working is possible 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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