

EMPLOYMENT ADVANCEMENT OPPORTUNITY

Customer Premiums Consultant

Applications are invited from suitably qualified and experienced candidates for the above position reporting to the Customer Premiums Lead and based on Level 5 BSP Life Centre, Thomson Street, Suva.

Job Summary

To effectively facilitate all processes within the Customer Premiums Department in relation to the management and maintenance of customer's policies, groups and contracts in accordance with BSP Life standards and services to our insurance customers, insurance intermediaries, insurance advisors and business associates within the legal and operational parameters as per DLA.

Key Responsibilities

- Administer premium posting within 48 hours by accurately receipting, matching and allocating funds to relevant groups or policies. This includes data uploads, group remittance and verification/reconciliation. Also responsible for suspense management by ensuring that all unidentified payments and premiums are cleared within 15 days.
- Ensure that Deduction Authorities relating to policy/group additions and deletions are sent to the intermediaries remitting premiums to BSP Life in a timely manner with a follow-up process in place to see that they are actioned.
- Process dishonoured cheques on the system and ensure that the client is advised within 24 hours of receipt of information from the Finance Department.
- Responsible for change of payment frequencies within 24 hours of receiving instructions from the client or intermediary.
- Facilitating financial adjustments on policies relating to write offs, premium journals etc. within 24 hours after proper client identification including bank account numbers.
- Administer refunds within 48 hours of verifying payments, liaising with clients/intermediaries and obtaining proper client identification including bank account numbers.
- Set up new groups according to business rules within 24 hours after obtaining all necessary information required.
- Process group maintenance changes related to group types, billing frequencies and personal details within 24 hours of receipt of instructions from authorised group personnel ensuring that accurate details are entered into the system according to business rules.
- Process group changes relating to removing or adding a policy to a group within 24 hours of receipt of instructions from authorised group personnel ensuring that accurate details are entered into the system according to business rules.
- Timely collection and management of premiums after group renewals or alterations. Ensure that collections are within agreed aged days and there are no arrears after 60 days to avoid lapses.
- To ensure that customer queries are solved within 2 working days and any information sent out to customers are within BSP Life's service standards and guidelines.

Knowledge, Skills, and Qualifications

- Diploma of Financial Services – Life Insurance (ANZIIF) or tertiary qualification in Business Studies or Accounting
- At least 3 years work experience in a similar role with sound insurance knowledge.
- Sound knowledge of the Operations area of Sales, insurance, products and systems.
- Thorough knowledge of core systems i.e BLIS, with good PC skills in MS Office applications – (Word, Excel & Access).
- Sound knowledge of the industry legislative requirements.
- Sound knowledge of business rules with strict adherence to processes, policies and procedures and process mapping.
- Strong sales and customer services ethic.
- Methodical in approach and attentive to detail.
- Strong analytical and numerical skills.
- Proficiency in oral and written English with the ability to explain highly detailed and technical subject matter to non-technical audience.
- Good problem solving ability, excel at solving queries that require logical reasoning and creative thinking.
- Strong customer service ethics with a “can-do” attitude.
- Ability to work under pressure and the discipline to work with minimum supervision to meet deadlines.
- Good time management techniques with planning and organising skills.
- Service MQR – minimum 12 months' service with current substantive position.

Competencies

- Accountability
- Customer Centricity
- Teamwork
- Quality Focus
- Planning & Organising
- Adaptability
- Commercial Awareness
- Commitment to Learning

Values

Have a sound understanding and application of BSP Life's Values.

Please **Scan** QR Code for more details on this Vacancy and other Vacancies with BSP Life or visit our website www.bsplife.com.fj/careers/ and apply using the BSP Life Recruitment Portal. Please call the Peoples and Culture team via telephone number **331 7000** if you have any questions.

Applications close at **4pm on Friday 15 November 2024.**

