

JOB DESCRIPTION

Job Title	Member Relations Representative	Job Reference No.	
Department	Customer Service	Created / Revised	January 2022
Reports to	Sales/Branch Manager St Kitts	Staff Supervised	1

Type of position:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern
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OBJECTIVE: The Member Relations Representative reports directly to the Sales/Branch Manager and receives guidance and support from the respective liaison at the Shared Services Office, to deliver outstanding customer service to Policy Holders and their Members.

ACCOUNTABILITIES:

- Timely creation and updating of logs for tracking/ recording concerns, complaints, and all other queries.
- Address/ resolve member queries, complaints, or concerns, and proactively provide solutions via effective dialogue with Policy Holders (Credit Unions) and the Shared Services Office.
- Communicate or follow up with members via, phone or email in a timely, professional, and courteous manner.
- Ensure adherence to CCI's service standards and policies to ensure a positive customer experience at all times.
- Ensure thorough knowledge of and keep up to date with changes to CCI's products and services.
- Maintain accurate records of discussions and/or correspondence with members (customers).
- Exercise appropriate judgement to escalate issues in a timely manner, based on the assessment of materiality and impact to the organization and/or its market.
- Perform other related duties as assigned.

SKILLS REQUIREMENTS

- Demonstrated ability to present solutions to customers confidently and courteously
- Strong client servicing focus
- Strong problem-solving ability
- Strong organizational skills, and the ability to prioritize and handle a variety of tasks and situations on an ongoing basis.
- Excellent oral and written communication skills
- Ability to work with and through others
- High degree of initiative
- Ability to take on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- Ability to relate openly and comfortably with diverse groups of people

EXPERIENCE REQUIREMENTS

- At least 3 years' experience in a client servicing environment, preferably in the insurance industry
- Demonstrated ability in the discharge of client servicing principles and practices

EDUCATION, KNOWLEDGE AND CERTIFICATION REQUIREMENTS

- An Associate Degree in Business Administration or any related field from an accredited institution.
- Certification (License) as per regulatory requirements.