

JOB DESCRIPTION

Job Title	Premiums Reconciliation Representative	Job Reference No.	
Department	Operations	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 Premiums Reconciliation Representative reports directly to the Sales/Branch Manager and receives guidance and support from the respective liaison at the Shared Services Office to reconcile premiums for the company's products.

ACCOUNTABILITIES:

- Perform accurate and timely reconciliation of premiums for all Policy Holders.
- Research and analyze financial variances as a result of premium reconciliation findings.
- Collaborate with Shared Services Office to resolve issues affecting premium reconciliation processes in a timely manner.
- Maintain accurate and organized paper and electronic files/ records with supporting documentation.
- Ensure adherence to CCI's service standards and policies and ensure a consistent level of accurate and high quality work.
- Perform other related duties as assigned.
- 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.

SKILLS REQUIREMENTS

- Strong numeracy skills.
- Thoroughness and attention to detail.
- Ability to provide analytical support for premium adjustments as needed.
- Ability to multi-task, meet deadlines and be able to thrive in a fast-paced, high demand work environment.
- Strong written, verbal, and presentation communication skills.
- Strong client focus.
- Strong problem-solving skills.
- Strong collaborative skills with all levels of employees, and customers.

EXPERIENCE REQUIREMENTS

- 1- 3 years' working experience in a Customer Service or Accounting environment would be an asset.

EDUCATION, KNOWLEDGE AND CERTIFICATION REQUIREMENTS

- An Associate Degree in Business Administration or any related field from an accredited institution.
- Working knowledge of MS Office – Word & Excel