JOB DESCRIPTION

Job Title	Client Retention Associate	**Job Reference No.**	
Department	Sales & Strategy	**Created / Revised**	November 2022
Reports to	Client Retention Manager	**Staff Supervised**	Nil

Type of position: ☐ Full-time ☐ Part-time ☑ Contract ☐ Intern

JOB SUMMARY

The Client Retention Associate focuses on implementing conservation strategies to boost retention rates, maximizing collection recoveries, and minimizing costs and losses.

ACCOUNTABILITIES

- Implement conservation strategies as designated by the Manager with an aim at increasing retention rates.
- Maximize collection recoveries on assigned portfolios while minimizing collection costs and losses.
- Conduct timely, effective collection follow-up/activity on assigned portfolios in varying stages of arrears, following through until completion.
- Reduce delinquency rates through effective management; persuade the policyholder towards a specific outcome by advising and offering appropriate solutions.
- Collaborate with internal stakeholders to identify, request, and analyze relevant reports within agreed turnaround times to develop and implement collection strategies.
- Utilize all available resources and outlets available and continuously employ extensive search methods to maximize collection recoveries in compliance with existing policies.
- Maintain a sound knowledge of operating procedures and systems relating to conservation and collection and ensure that these policies and procedures are adhered to.
- Recommend appropriate changes to policies and procedures that will provide efficient operations, meet commitments to customers, and meet custody and security policies.
- Ensure thorough knowledge of and keep up to date with changes to the organization's products and services.
- Ensure adherence to approved custodial procedures for all negotiable instruments.
- Ensure adherence to CCI's Service Standards and policies.
- Maintain accurate records of discussions or correspondence with customers.
- Conduct visits to customer (policy holder) locations as pre-approved by the Manager to address inquiries, complaints, queries or concerns in entirety.
- Create and update logs for tracking/ recording Premiums collected.
- Investigate customers' concerns related to Conservation & Collection with relevant units and assist with providing solutions.
- Communicate or follow up with customers via visits, phone or email in a timely, professional and courteous manner.

- Visit/ contact customers and support sales team for marketing initiatives, as requested and/or approved by the Manager. Attend Annual General Meetings (AGMs) on behalf of CCI, as requested by the Manager.
- Perform other related duties as assigned.

SKILLS REQUIREMENTS

- Demonstrate ability in the discharge of conservation and collection principles and practices and prescribed service standards.
- Excellent oral and written communication skills to optimize collection effectiveness.
- Demonstrate ability to present solutions to customers confidently and assertively whilst maintaining a positive customer experience.
- Excellent negotiation and analytical skills to coordinate and present alternatives to customers.
- Strong organizational skills, motivational skills, and the ability to prioritize and deal with a variety of tasks and situations on an ongoing basis.
- Strong presentation skills.
- Demonstrate ability to work with and through others.
- Demonstrate ability to show initiative/ be proactive.
- Strong interpersonal skills.
- Demonstrate the ability to adapt approach and demeanor to match the shifting demands of different situations and personalities.
- Solid understanding of internal operations processes and compliance.
- Take on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm.
- Demonstrate ability to use Microsoft Excel to create pivot tables, graphs and charts.

EXPERIENCE REQUIREMENTS

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

EDUCATION, KNOWLEDGE, AND CERTIFICATION REQUIREMENTS

- Five (5) CXC passes, Grades I & II, inclusive of Mathematics & English A (General Proficiency)
- LOMA Parts I & II
- LOMA - Associate Customer Service (ACS)
- Certification (License) to sell financial/insurance products as per regulatory requirements