

Job Description – Health & Travel Insurance Brokers Ltd

Position: Administration Support – Part-Time
Reporting To:
Direct Reports: Nil
Purpose of the role: To provide insurance broking support to other staff members, including client liaison and administrative responsibilities.
Accountabilities: To undertake tasks in your respective division. To behave consistently with the Health & Travel Insurance Brokers code of Conduct.
Responsibilities: <ul style="list-style-type: none">• Manage insurance claims process from claim submission to settlement.• Reconcile Seasonal Worker insurance data.• Process insurance covers.• Be part of the customer service team answering incoming calls, efficiently and accurately manage messages.• Interact and respond to client enquiries on the telephone and in person.• Administration support to other administration team members, managers and service staff• Manage student insurance lists both for processing cover, and claims.• Manage monthly renewal of leisure, annual, and corporate travel policies in line with client requirements.
Key Competencies: <ul style="list-style-type: none">• Organisation and prioritizing• Attention to detail and accuracy• Good judgement and confidentiality• Good communication skills (phone & in person), both internally and externally• Information management skills• Ability to problem-solve• Able to manage stress• Reliability and initiative
Education and Experience: <ul style="list-style-type: none">• Knowledge of administrative and clerical procedures• Knowledge of computers and relevant software applications• Knowledge of customer service principles and practices• Insurance knowledge is helpful• Communication skills• Keyboard skills