



SONARWA LIFE - JOB ADVERTISEMENT

SONARWA Life Assurance Company Limited (SONARWA LIFE) is a public limited liability company registered under the laws of Rwanda and licensed by the National Bank of Rwanda to transact the business of life assurance & pension management. The company is looking for a competent & experienced person to take on the role of Call Center Officer.

Call Center Officer.

Purpose of the Job:

The purpose of the job is to support sales departments in handling customers relations and premiums recovery.

Key Responsibilities.

- Answering customer calls and responding to their emails or chats.
- Providing customers with products or service information.
- Handling customer complaints or issues.
- Follow-up on unpaid premiums (recovery).
- Documenting all call information according to standard procedures.
- Processing orders, forms, and requests from customers.
- Handling changes in policies or renewals.
- Working with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- Identifying and escalating issues to supervisors as needed.
- Following up on customer inquiries not immediately resolved.
- Identifying and recommending potential products or services to management by collecting customer information and analyzing customer needs.
- Providing weekly calls and complaints report.

Minimum Requirements:

- Bachelor's degree in insurance, Commerce, Business Administration, Business Management, or any other relevant field.
- A minimum of two (2) years of relevant working experience in life insurance business.
- Excellent communication.
- Problem solving skills.
- Excellent interpersonal skills.
- Good negotiation skills.
- Good analytical skills.
- Computer literate in MS Office and other office applications.
- Understanding of the working environment /competitors.
- Technical competence in insurance.
- Basic knowledge of regulations.
- Previous experience in a customer support role
- Strong phone and verbal communication skills along with active listening
- Familiarity with CRM systems and practices.
- Customer focus and adaptability to different personality types.
- Ability to multi-task, set priorities and manage time effectively.

If you believe you fulfill all the requirements, please submit your application letter, latest CV, including three (3) referees, copies of degrees & certificates, & copy of ID, not later than 19th February 2024 to the following email address: recruitment@sonarwalife.co.rw.

Only shortlisted candidates will be contacted for further recruitment steps.

Done at Kigali on 14/02/2024.