



Chubb Atlantic Indemnity Ltd. CSI/CCI CUSTOMER SERVICE REPRESENTATIVE

Chubb Atlantic Indemnity Ltd. (CAIL), a wholly owned subsidiary of The Chubb Corporation, is a Class 4 insurance company that carries an A.M. Best's Financial Strength Rating A++ (Superior). Chubb invites applications for the position of Chubb Customer Service Representative (Professional (CSI)/Commercial Lines(CCI)). This role reports directly to the Chubb Commercial Insurance Manager.

The CAIL customer service representative will be responsible for the handling of CSI and CCI functions. This position will include interaction with brokers, service inquiries, endorsement, new line and renewal processing. This position in addition will handle administrative functions for the office and be required to be a back up other CSR functions.

Daily responsibilities include, but are not limited to:

- Prepare/assist with completion of risk reports including, extracting data from submissions or internet research
- Preparing and managing the 90 day review renewal process including, account claims notice review
- Prepare/assist with quote letters and binders, and manuscript endorsements for CSI/CCI accounts ensuring appropriate underwriting authority has been obtained and documented
- Enter accurate information relating to renewals, new business and adjustments in Business Tracking & Monitoring tool
- Assist brokers with queries and follow up for outstanding exposure information.
- Records management of electronic file integrity
- Special projects as assigned, including assisting with coordinating brokers events, managing details for internal and external meetings for staff and brokers, etc
- Other functions as needed

Skills Necessary:

- Critical thinking skills and ability to make decisions.
- Ability to work independently and also as part of a large and diverse team
- Strong communication skills, both oral and written, for internal and external communication & coordination
- Excellent organizational and time management skills required to perform within given time constraints and within deadlines associated with various customer groups
- Demonstrated adherence to policies/procedures, including appropriate file documentation and proper workflow
- Educated to degree level from an accredited college or university
- 1-3 years of experience in a prior customer service or EA role
- Working knowledge of Excel, Word, HotDocs and Lotus Notes, with a willingness to learn and use additional company systems.

Qualified candidates should submit a detailed resume with cover letter to CAILHR@Chubb.com address to Erin Fleming.

Closing date for applications is close of business day May 22, 2012.