

Policy Owner Service Representative

Group Health, Life and Disability

As part of the BF&M Life Company Operations Team, the Administrative Assistant plays an integral role in effectively servicing all Group Health, Life and Disability Policy Holders, from initial enrollment throughout the lifecycle of the policy. The Administrative Assistant will liaise with various areas of the business including Sales, Underwriting, and Finance Departments, in addition to providing direct service to our Policy Holders.

The successful candidate must be analytical and an effective communicator who has the demonstrated ability to work well within a team environment.

Primary responsibilities will include:

- Maintenance of employee and dependent information on group contracts for policies.
- Preparation of monthly Premium Statements.
- Assisting with new business onboarding.
- Checking and preparing policy documents for delivery after Underwriting approval.
- Assisting with Reinsurance tracking and reconciling payments.
- Assisting with administering Policy Loans, Dividends, Maturities, Policy Changes and Reinstatements.
- Issuing warning letters, necessary journals/vouchers, and preparing endorsements in relation to Lapses, Surrender Lapses & APLs.

The successful candidate will possess the following skills and experience:

- A College degree and/or 3-5 years administrative experience within a high-performing, professional environment.
- Service-oriented, with prior experience within the insurance industry.
- Proficiency in Microsoft Word and Excel; comfortable with basic mathematics.
- Effective communication and strong writing skills with a professional telephone manner.
- High regard for confidentiality and ability to handle sensitive matters with discretion.
- Strong analytical skills and attention to detail.
- A flexible nature with the ability to manage multiple priorities within specified turnaround time.
- Must enjoy working within a collaborative team environment, whilst independently managing high-volume workload.

This is a rare opportunity to join a friendly, hard-working team where commitment and customer focus is appreciated and rewarded.

CLOSING DATE

Friday, 15th July 2016

Interested applicants should apply in writing to:

BY MAIL

Human Resources
Department
BF&M Insurance Group
PO Box HM 1007
Hamilton HM DX

BY EMAIL

bfmjobs@bfm.bm

Headquartered in Bermuda, BF&M is a multi-jurisdiction insurance group with a proud, longstanding heritage. We offer an environment where employees can feel proud to work and have the opportunity to add value and grow while making a meaningful contribution to our community.