

Customer Service Representative

Are you a people person? Join a team where people come first.

About Us – A leading regional player in the retail insurance sector, Colonial Group International, with over 300 employees and offices in Bermuda, The Bahamas, the British Virgin Islands, the Cayman Islands and the Turks & Caicos Islands, offers a complete range of premier financial and insurance services to our individual and corporate clients. We know that our products make a real difference to our clients and their families.

The Role – Reporting to the Customer Service Manager, you will be responsible for providing superior customer service to clients, whether in person or on the phone, ensuring client's understanding and satisfaction of their Health insurance benefits. You will respond to client's questions about their medical benefits, facilitate resolutions to queries, verify benefit coverage, and complete data entry status report updates. In addition you will provide other administrative and clerical support to support the delivery of customer service. Excellent and innovative customer service delivery is important to us, critical to our strategic objective of business retention and growth and applies to all roles across the Group.

The Person – You have a minimum of 2 years work experience in a health insurance, medical or dental office. Familiarity with ICD-9 & ICD-10 (Diagnosis) and CPT coding along with a firm understanding of medical terminology is preferred. You will also have exceptional communication, administrative and organizational skills as well as be proficient in the Microsoft Suite of products.

The Benefits – We offer an attractive salary and benefits package.

To Apply – Please send your résumé/cv by no later than March 15, 2017, to our Vice-President, Human Resources at hr_manager_bm@colonial.bm



COLONIAL

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