



Life Financial® Customer Service Representative I

Sun Life Financial is one of the world's leading and most diverse financial services organizations, with an excellent reputation for customer focus and innovation in all of its markets. The Bermuda International operations were established in 1995 to offer life insurance annuity products to global high net worth individuals out of North America.

Reporting to the Manager of Administration Operations, the successful candidate will be responsible for completing a variety of administrative functions in support of the Underwriting, Inforce and New Business teams. Working in a fast-paced environment, candidates must be highly organized, accurate and be used to working under tight deadlines.

Key Duties and responsibilities include:

- Documenting imaging, indexing and archiving; managing documents sent to Trustees
- Processing incoming and outgoing documents of an extremely time sensitive nature
- Communicating with distributors and other departments in a workflow environment
- Collaborating with other customer services representatives, members of management, and other internal teams to deliver an exceptional client experience.
- Managing supply inventories.
- Providing administrative support for all areas of the business.
- Ensuring 100% quality delivery of all documents to our Distributors, Participants, Policy Owners and Assignee Banks. Thus, avoiding any instances of data privacy breaches.
- Any other projects or special assignments as required.

Key Skills, Education & Experience Requirements

- An undergraduate degree (the equivalent in relevant work experience will be considered)
- At least one (1) year of relevant experience with responsibility for carrying out due diligence review under Anti-Money Laundering regulations. (Finance or Insurance industry experience preferred)
- Proficiency in the use of MS Office (Word, Excel, PowerPoint, Visio) as well as familiarity with various IT systems and business processes.
- Strong communication skills including the ability to be direct in a positive, constructive manner are also essential.
- The ability to document procedures and policies and operational business flows as well as the ability to communicate these across a variety of audiences.
- Candidates must be organized; highly motivated; quality and detail oriented. Must have a strong sense of team commitment, be able to adhere to tight deadlines and possess excellent follow-through.
- Exceptional customer service skills are essential, with the ability to collaborate effectively with internal and external customers. Multi lingual is preferred.
- Experience working in multi-cultured, multi-language and across multiple time zones is preferred.

Please apply in writing no later than February 7th 2018 to:

Performance Solutions Limited

Suite 350, 48 Par la Ville Road, Hamilton HM 11

Email: hr@psolutions.bm. Phone: 441-232-5270