

Job Description

Position	Customer Services Administrator
Department/Team	Customer Services
Reports to	Customer Services Manager
Location	Bromley, Kent

Summary of role

To provide administrative support services for the Forester Life Customers and field force, from initial contact through to the end of the contract terms.

Provides excellent customer services measured against service standards.

The following key responsibilities and duties will apply, depending on which Customer Services team you will be working in.

Key Responsibilities & Duties

- Liaise with Customers, Financial Advisers, external Underwriters and Providers.
- Maintain and update Customer records
- Respond to Customer's correspondence and telephone enquires
- Process and reconcile Customer payments
- Set up, manage and alter payment instructions
- Verify and process new applications
- Administer retirement options and benefits
- Manage and process contractual changes, options and benefits
- Assess and manage claim applications

Knowledge, Skills & Experience

- Ideally previous experience in customer service administration
- Excellent telephone manner and customer service skills
- Strong written and oral communication skills
- Good organisation skills and ability to prioritise to meet business deadlines
- Good computer skills
- Strong attention to detail
- Previous experience in a financial background would be advantageous but not essential