

## Adventist Risk Management

**Job title:** Customer Service Representative  
**Department:** Client Care, based in St Albans, England  
**Supervisor:** Regional Manager – Europe and Africa



Adventist Risk Management<sup>®</sup>, Inc. is the official insurance and risk management company for the Seventh-day Adventist Church and Adventist ministries around the world, providing timely, real-world insurance products and innovative risk management solutions for minimising risk with Adventist ministries at all levels. We recommend best practices to eliminate oversights that can lead to costly accidents.

### Our Mission

**Our mission is to protect the ministries of the Seventh-day Adventist world church. We don't view what we do as just a business. Our ministry is to protect your ministry.**

We are currently looking for a customer service representative to assist assigned account executive(s) in serving clients, including gathering and maintaining policy renewal data, preparation of schedules of insurance, processing certificates of coverage, and performing general administrative duties.

### Duties include:

- Providing excellent customer service to our clients on the phone, through email and in person.
- Issuing complete and sometimes complicated certificates accurately and on time per the needs of the insured.
- Working with account executives, underwriters, producers and other team members to ensure the client's requests are taken care of quickly and correctly.
- Assisting the account executive(s) as they complete applications and bind policies by keeping up-to-date records such as property values and client employee coverages.
- Assisting in the development and implementation of the annual client service plan with the account executive(s).
- Assisting the account executive(s) with billing, which also includes: sending invoices and statements, bill collections, and handling questions as they arise from the local field.
- Preparing and maintaining schedules of insurance and performing other duties as assigned.

### Skills & qualifications:

- A levels or a Bachelor's degree in a business-related field and general insurance experience is preferred.
- A minimum of two years' successful secretarial or general office experience is required.
- Successful completion of the CII(cert.) within a two-year period is encouraged.
- Fluency in French is preferred but not required.

**Working time: 36.75 hours per week.**

**Remuneration: according to the denominational wage scale.**

**The successful candidate must have permission to work in the UK. Interested applicants please email your curriculum vitae to [rfddis@adventistrisk.org](mailto:rfddis@adventistrisk.org) no later than 30 April. Interviews will take place as soon as feasible in light of current conditions.**