

Well Link General Insurance Company Limited

Customer Care Specialist

Job Responsibilities

- Make outbound calls to invite eligible client to join the program and assist them to register during the service calls.
- Achieve KPI.
- Handle customer enquiries, feedback and complaints (if any).
- Perform ad-hoc duties as assigned by management.

Job Requirements

- 1 year work experience related to tele-marketing / customer service / insurance industry will be an advantage.
- Good telephone manner with strong communication skills.
- Immediate availability is preferred.
- Academic background Form 5 or above.
- Familiar with Microsoft Office, Word and Excel.
- Good service attitude.
- Pro-active, self-motivated, mature and pleasant personality.
- Able to work independently and under pressure with good problem-solving skills.
- Responsible, well-organized and attentive to details.
- Good command of spoken English and Chinese. Fluency in Putonghua is an advantage.
- Proficient in MS Office and Chinese Word Processing.

We are an equal opportunity employer and welcome applications from all qualified candidates.

Please send your full resume stating present and expected salary to Human Resources Manager by sending email to careers@wli.com.hk.

All personal data provided will be treated in the strictest confidence and used only for recruitment related purposes. All personal data will be destroyed after 6 months of submission.

Only short-listed candidates will be contacted.

立橋保險有限公司 客戶服務專員

立橋保險有限公司誠邀您加入我們的專業團隊。透過全方位的在職培訓、完善晉升階梯，以及度身制訂的薪酬方案，讓您輕鬆起步，助您開展事業藍圖！

工作職責

- 電話邀請符合條件的客戶加入計劃，並在服務電話中協助他們註冊。
- 實現 KPI。
- 處理客戶諮詢、反饋和投訴（如有）。
- 執行管理層分配的臨時職責。
- 執行應收帳款和應付帳款，能應付支付審批系統處理請求，驗證付款詳情和辦理付款。

職位要求

- 有 1 年以上電話營銷/客戶服務/保險行業相關工作經驗者優先。
- 良好的電話態度和較強的溝通能力。
- 能立即上班者優先。
- 學術背景：中五或以上。
- 熟悉 Microsoft Office、Word 和 Excel。
- 良好的服務態度。
- 積極主動，自我激勵，成熟和愉快的個性。
- 能夠在壓力下獨立工作，具有良好的解決問題的能力。
- 有責任心，組織能力強，注重細節。
- 良好的英語和中文口語能力。流利的普通話是一個優勢。
- 精通 MS Office 和中文文字處理。

誠邀您的加入我們的專業團隊，只要您勤奮真誠，一起創造，共同成就！

我們是提供平等機會僱主，歡迎任何合資格人士申請上述職位。

應徵者請把詳細個人履歷包括最近及期望薪金，電郵至 careers@wli.com.hk 人力資源經理收。

應徵者所提供的個人資料將予保密，並只作招聘用途。如申請不獲考慮，其個人資料將於提交申請後六個月內銷毀。

入圍候選人將收到個別通知。