



**ISLAND  
LIFE  
ASSURANCE**

**TRUE TO LIFE. SINCE 1985**

**Date: 14/09/23**

## **WE ARE NOW HIRING: CUSTOMER EXPERIENCE OFFICER**

ILA is looking for a Customer Experience Officer to serve as the primary contact for Corporate Agents (including Banks), Customers, Agents/Salesmen and Partners. The role involves conducting surveys to collect feedback and assess stakeholder satisfaction (Customers, Agents, and Banks).

### **MAIN RESPONSIBILITIES:**

- Act as the primary point of contact for all Bancassurance business.
- Assist all partners within the Company's distribution channel.
- Ensure the timely handling of requests from banks and follow up with relevant departments.
- Collaborate with the Sales Team to manage pending business tasks (processing, underwriting, admin, claims).
- Respond to all queries from Banks and any other partners and resolve complaints in a timely and efficient manner.
- Coordinate and oversee the efficient operation of the Bancassurance channel.
- Collaborate with other departments to propose streamlined processes for improved efficiency.
- Document and regularly review processes to align with best practices and enhance customer satisfaction.
- Monitor Sales production on a weekly basis.
- Coordinate operations between ILA and Banks.
- Identify and explore new opportunities.
- Attend feedback calls with customers.
- Hold and attend meetings with stakeholders, mainly banks.
- Conduct Surveys and Customer Satisfaction Evaluation.
- Make follow-up calls for all new business finalized.
- Prepare and submit regular monitoring reports on sales activities.

### **CANDIDATE PROFILE:**

- Holder of a Higher School Certificate.
- At least 1 year' experience in both administration and operation of life assurance business.
- Strong Mathematical and analytical skills.
- Proficiency in MS Office.
- Confident in dealing with various stakeholders with a strong ability to influence negotiations.
- Customer satisfaction oriented.
- A proactive 'can-do' attitude.

If you feel you have the right profile for the job, please submit your application at [recruitment@currimjee.com](mailto:recruitment@currimjee.com) quoting **CEO/ILA/2023**.

The deadline for submission of all applications is **22<sup>nd</sup> September 2023**.

**Island Life Assurance Co. Ltd**  
Corner Leoville L'homme & Sir William Newton Streets, Port Louis, Mauritius  
T. 217 6900 | F. 217 6901 | [customer.service@ila.mu](mailto:customer.service@ila.mu) | [www.ila.mu](http://www.ila.mu)