**JOB DESCRIPTION**

**Customer Care Executive (Max Life Insurance Process)**

**Experience:** Experienced minimum 6 months in Insurance process. (Preference to life insurance candidates)

**Functional Area**: Customer Care / Customer Service- Insurance renewals and analyze policy of the insurance holder. Suggest additions or changes in insurance policy.

**Education**: 10+2 or Graduation Qualification

**Language:** - Good English (Speaking)

**Company Profile:** AMS Comtel business process management services pvt ltd is the Indian subsidiary of comtel solutions pvt. Ltd, Singapore.

Comtel solutions have been working in the area of technology and IT services for than 15 Years.

AMS Comtel is positioned to be comtel solution’s global business process solution provider (Business and knowledge process outsourcing and analytics).

**Job Description:** To remain as basic point of contact for customers with queries, complaints,

Feedbacks & requests related to insurance policies, renewal of policies. Explain features of various policies. Analyze current insurance policy of the customer and suggest additions or changes. Help policy holders to settle claims and maintain their records.

Ensuring timely and professional responses to all queries received enabling satisfaction of customer. Build sustainable relationships and trust with customers through open and
interactive communication. Follow communication procedures, guidelines
and policies.

**Desired Candidate Profile:** ‐

- Must be graduate / under graduate with basic computer skills.

‐ Good English Communication Skills.

 -Good Vocab

‐ Highly self-motivated, willing to learn and quick adaptation to new processes within less time frame.

‐Able to think creatively and structure solution.

**Salary:** - 13k to 15k In hand + Attractive incentives

**Shift Timings**: - 9 a.m. to 6 p.m.

**Training**:- 10 to 15 days paid training (Rs 200/day)

**Job Location**:- Noida

Interested Candidates can contact on the numbers given below or send their CV’s to below

Mentioned email‐address.