

COLONNADE INSURANCE S.A. IS SEEKING A

CUSTOMER SERVICE REPRESENTATIVE



COMPANY DESCRIPTION

Colonnade Insurance S.A. specializes in non-life insurance, which is designed not only for individual clients, but also for small and large businesses. We are part of the multinational financial group Fairfax Financial Holdings, one of the world leaders in insurance and reinsurance. Colonnade operates through branches in Romania, the Czech Republic, Bulgaria, Poland, Slovakia and Hungary.

In Europe, the Colonnade company employs over 500 experienced specialists. Our financial strength has been affirmed by the [A.M. Best Company rating A- \(Excellent\)](#).

WHY IS COLONNADE A GREAT PLACE TO JOIN?

At Colonnade, our strategy is to become a significant general insurer of scale, focusing on the CEE region. Colonnade is in a fortunate and unique position:

- Our shareholder is totally supportive of our strategy and investment in our growth
- We have a profitable foundation and are able to fund our transformation from these profits
- We want to transform and create our insurance company into a modern, successful and digital insurer, based on our Fairfax values
- We are making a multi-million Euro investment in Guidewire and additional digital systems to create a common platform across our countries

JOB DETAILS

Location: Bucharest, Romania

Job type: full-time



CANDIDATE'S PROFILE



Customer Service Representative acts as a liaison between customers and the company, provide product/services information, answer questions, and resolve any emerging problems that our customers might face with accuracy and efficiency.

DAY TO DAY TASKS – MAIN DUTIES



- Manage incoming calls and generate sales leads
- Manages outgoing calls for different internal campaigns
- Manages written communication with clients and assists them in solving their requirements and complaints
- Preparing of the policies to be sent via a courier
- System policy changes and required reports
- Welcome calls , Delinquency calls
- Meets goals, KPI's and SLA's
- Meet any other requirements from Direct Manager

REQUIREMENTS



List of requirements to be successful in the future role:

- High school diploma
- Good knowledge of MS Office
- English knowledge - at least beginner level
- Minimum 1 year customer support / call center experience
- Strong customer orientation, active listening and communication skills
- Customer orientation and ability to adapt/respond to different types of characters
- Ability to work independently but also as a team member
- ISF certification for Insurance would be a plus ,but it is not a minus if you don't have it.

COLONNADE VISION



We believe in fairness and simplicity in all our relationships, this is how we do business! We deliver transparent products and fast claims service that address the challenges of the changing world around us!"

COLONNADE VALUES

- Honesty and integrity are essential in all our relationships and will never be compromised.
- We are results oriented – not political.
- We are team players – no “egos”. A confrontational style is not appropriate. We value loyalty – to Fairfax and our colleagues.
- We are hardworking but not at the expense of our families.
- We always look at opportunities but emphasize downside protection and look for ways to minimize loss of capital.
- We are entrepreneurial. We encourage calculated risk taking. It is all right to fail but we should learn from our mistakes.
- We will never bet the company on any project or acquisition.
- We believe in having fun – at work!

APPLY NOW!



To apply for this opportunity, please send your resume to madalina.banu@colonnade.ro, quoting reference Customer Service Representative.