



Serving the Cook Islands Community for 40 years

Career Opportunity: Customer Care Consultant [CCC]

- Exciting opportunity to showcase your sales and relationship management skills
- Role is based in Avarua, Rarotonga and reports to the Country Manager, Tower Insurance (Cook Islands) Ltd.

Tower Insurance Cook Islands Limited has been enjoying strong and continued growth in the Pacific Islands and we have an exciting career opportunity for a Customer Care Consultant to join our team and to contribute to Tower's profitable growth, customer acquisition and retention.

In brief; in this role you will:

- Understand our customers and look after the things they cherish by providing them with the right solutions
- Convert calls to great customer outcomes; convert social media leads to sales; achieve individual/team targets
- Actively manage the customer experience from first point of contact through to completion
- Work collaboratively with workmates
- Prioritise tasks and take personal responsibility and accountability as well as your own personal development
- Resolve customer complaints effectively and speedily
- Be innovative and open to changes that provide better service for our customers
- Roll your sleeves up - proactively get involved and get it done
- Maintain company integrity, & minimise risk exposure by adhering to Company procedures
- Maintain up-to-date knowledge of processes, procedures and
- Comply with all health and safety policies and procedures

To be successful you will have: Skills, knowledge and experience required

Necessary

- Previous experience in sales and service delivery roles
- Experience working as part of a team to achieve common goals; team player
- Product and sales process knowledge experience
- Excellent interpersonal techniques (particularly over the telephone and face to face)
- Proven written and verbal communication and presentation skills
- Sound problem solving and analytical capabilities
- Time management and organisational abilities
- Good computer skills with a technology-friendly orientation
- Accuracy, speed and attention to detail
- Ability to adapt and embrace change

Desired

- Relevant tertiary qualification

This is an exciting opportunity to grow your career and make your mark in this challenging and rewarding role. All Applications including Curriculum Vitae are to be emailed or/ delivered and addressed to the:

Country Manager
Tower Insurance
Suite 1, First Floor BCI House, Avarua, Rarotonga
faalepo.solofa-isitolo@towerinsurance.co.ck

Applications close Friday 31st of January 2020

Passionate
Brave
Collaborative
Driven