

Your career starts here!



CUSTOMER SERVICE REPRESENTATIVE



BELIZE CITY

KNOWLEDGE & SKILLS:

- Strong customer service orientation with the ability to engage and support clients effectively.
- Insurance knowledge and product familiarity would be an asset.
- Strong communication skills, with the ability to write clearly and present information effectively.
- Good organizational skills with the ability to manage multiple tasks and meet deadlines.
- Proficiency in Microsoft Office applications, including Word and Excel.

KEY RESPONSIBILITIES:

- Deliver a high standard of customer service to walk-in clients, maintaining a warm, courteous, and professional approach at all times.
- Guide clients on available products and determine applicable rates, discounts, and policy terms in line with underwriting guidelines.
- Respond to customer queries using knowledge of company procedures and general insurance principles.
- Accurately complete client profiles, forms, and related documentation.
- Process correspondence and client instructions within established timelines (e.g., within one working day).
- Maintain professional and positive relationships with clients, colleagues, and the general public.

KEY COMPETENCIES AND ATTITUDES:

- Strong team player with a customer-centric approach; reliable, adaptable, and proactive.

QUALIFICATIONS:

- Associate's Degree with a minimum of three (3) years' experience in customer service.
- Demonstrated experience in a customer-facing role is essential; insurance experience would be an asset.
- Bilingual ability would be considered an asset.

HOW TO APPLY?

Submit your Resume to vacancy@rfginsurancebelize.com
2 REFERENCE LETTER + POLICE RECORD + SOCIAL SECURITY CARD

Salary is negotiable based on qualifications and experience.

Apply by: April 30th, 2026 Subject: CSR-BZE CITY