

# Your career starts here!

## CUSTOMER SERVICE SUPERVISOR



**BELMOPAN**



### KNOWLEDGE & SKILLS:

- Knowledge of general insurance principles and underwriting practices.
- Strong leadership and supervisory capability.
- Ability to analyze technical information and apply sound judgment.
- Excellent written and verbal communication skills.
- Strong organizational and prioritization skills.
- Ability to manage multiple tasks and deadlines effectively.
- Proficiency in Underwriter™ and Microsoft Office applications.
- Strong customer service orientation and problem-solving ability.

### KEY RESPONSIBILITIES:

- Oversee daily operations and ensure service standards and KPIs are achieved
- Lead, coach, and develop staff to maintain high performance and engagement
- Review and authorize underwriting transactions within delegated authority
- Manage escalated customer issues and support complex case resolution
- Ensure compliance with financial controls, company policies, and reporting requirements

### KEY COMPETENCIES AND ATTITUDES:

- Strong leadership, decision-making, and problem-solving skills

### QUALIFICATIONS:

- Minimum Bachelor's degree with three (3) years of experience in business operations, including supervisory experience.

## HOW TO APPLY?

**Submit your Resume to [vacancy@rfginsurancebelize.com](mailto:vacancy@rfginsurancebelize.com)**

**2 REFERENCE LETTER + POLICE RECORD + SOCIAL SECURITY CARD**

Salary is negotiable based on qualifications and experience.

**Apply by: April 28th, 2026**

**Subject: CS/SUP-BMP**