

Your career starts here!

CUSTOMER SERVICE REPRESENTATIVE



BELMOPAN

KNOWLEDGE & SKILLS:

- Product Knowledge, mathematical skills and being bilingual would be an asset.
- Ability to read, analyze, and interpret technical procedures.
- Ability to write business correspondence effectively and to efficiently present information and respond to questions from managers, co-workers, agents, and customers.
- Ability to plan and organize effectively in order to meet assigned schedule of work.
- Ability to manage a number of simultaneous tasks in order to contribute the timely output of the team's work.
- Proficiency in the use of computers and applications including, Excel, Microsoft Word

KEY RESPONSIBILITIES:

- Provide a high level of customer service to walk in clients and project a warm, friendly, polite, and professional manner in all business.
- Advise clients of product offerings and determine rates, discounts and policy conditions applicable as per underwriting guidelines.
- Provide answers to customer queries by applying knowledge of general insurance principles & practices and company guidelines/procedures.
- Fully and accurately complete client forms and profile.
- Document and process correspondence and other instructions within one working day.
- Ability to project a warm and friendly manner in all business contacts and maintain a professional relationship with fellow workers, customers, and the general public.

KEY COMPETENCIES AND ATTITUDES:

- Must be a strong team player, flexible, dependable, action oriented, strategic.

QUALIFICATIONS:

- Minimum Associates Degree with three (3) years' experience in insurance or customer service.

HOW TO APPLY?

Salary is negotiable based on qualifications and experience. Interested persons can send their applications along with two professional letters of reference (preferably one from a most recent employer) with a copy of a Police Record/Receipt to:  vacancy@rfginsurancebelize.com
Apply by: July 3rd, 2026  Subject: CSR-BMP