

POSITION DESCRIPTION

Job Title :	Insurance Administrator
Business Unit :	Plant & Motor – SMB
Job Function	Administration

KEY PURPOSE

To administer the SMB facility preparing and reconciling bordereaux's, providing General Advice to both SMB and direct clients regarding the policy wording at all times delivering an excellent level of service.

Reports to:	Plant & Motor Manager
Business Unit :	SMB
Operation :	Austagencies
Internal Networks :	Underwriting Manager
External Networks :	SMB , Insurer and Direct SMB Customers

COMPANY CORE RESPONSIBILITIES

- Ensure all behaviours in the workplace are in line with Austagencies standards of professionalism.
- Model core company values, demonstrate a high level of personal and professional competence in own behaviour and ensure that other team members do the same.
- Build effective working relationships with team members, sharing knowledge and expertise.
- Communicate and ensure the maintenance of Occupational Health and Safety standards to maintain a safe working environment.
- Comply with all legislation determined by regulatory bodies.

JOB ROLE RESPONSIBILITIES

- Maintenance of client database on a daily basis which includes:
 - Changing addresses via phone / e-mail instructions
 - Updating Registration details via Phone / E-mail instructions
 - Accepting / Declining insurance offers / renewals as per instructions from clients
- Maintenance of Excel Spreadsheets
- General Customer phone queries
- General customer e-mail queries
- Sending of customer Policy Schedules on a monthly basis
- Collection of Data from SMB twice monthly for all renewal and insurance offers
 - Collecting missing client / vehicle information from SMB Fleet Management Customer Service
 - Inputting of Market Value for vehicles from redbook
- Preparation and Reconciliation of Insurers Bordereaux

ESSENTIAL COMPETENCIES

- Understanding of basic accounting principles
- Customer focused
- Excellent communication skills
- Highly developed organization skills, with the ability to handle multiple tasks and effectively prioritise
- Ability to Problem Solve
- Proficient to at least an intermediate level in Microsoft Office applications such as word processing, spreadsheets and e-mail software. In particular it is essential to have a good understanding of Excel and be able to utilise and problem solve using this tool.
- Meet Service Standards as required by Austagencies.