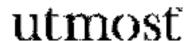
UTMOST WORLDWIDE LIMITED



JOB DESCRIPTION

JOB TITLE /	
POSITION:	Client Services Administrator
LEVEL:	Administrator
COMPANY / LOCATION:	Utmost Worldwide Limited / Guernsey
COMPANY PROFILE (BRIEF INFORMATION):	PROFILE
	Utmost Worldwide specialises in offering life-insurance-based wealth management and employee benefit solutions to a global audience, including multi-national organisations, international expatriates and local resident populations in licensed territories.
	The company's head office is based in Guernsey, a premier international financial centre, and is a Registered Insurer under the Insurance Business (Bailiwick of Guernsey) law, 2002 (as amended).
	PRODUCT OFFERINGS
	A range of individual unit-linked regular and single premium-based savings, retirement and investment plans and an open-architecture portfolio bond along with retirement and savings products, Life and Disability and Healthcare products.
DEPARTMENT / PROJECT NAME:	Client Relationship Management
PLACE IN ORGANISATION (REPORTING LINE):	The job holder reports to the Client Services Assistant Manager
ORGANISATIONAL CHART:	Client Relationship Manager Client Services Assistant Team Lead Senior Client Relationship Executive Client Relationship Administrator



CHARACTERISTICS PERSISTENCY AND CLIENT SATISFACTION: OF THE CURRENT To issue pre renewals and rate reviews and deposit invoices POSITION / To monitor rate acceptance, discuss terms with the broker/client to MAIN TASKS: conclude negotiations successfully. To successfully chase debts and refer problem cases as appropriate To monitor lost business and reason for cancellation To develop a client centric approach within the team To build relationships with brokers/clients and respond to simple technical aueries in a timely manner To liaise with other teams to ensure the client's needs are met To promote use of our online service centre as appropriate To ensure client specific documentation is kept up to date and correct To assist the Client Relationship executives as appropriate TO ENSURE KPIS ARE ADHERED TO: Renewal issued within six weeks of receipt of complete data Debtors monitoring: referral to management as appropriate Complaint monitoring: To acknowledge and refer complaints in a timely manner in line with the complaints procedure. Respond to client queries within 2 business days To achieve a client retention rate of 85% plus on all clients RESPONSIBILITIES To monitor premiums due to ensure prompt payment of invoices and refer AND FUNCTIONS: as appropriate To co-operate with the wide UCS team To collaborate with colleagues across both entities SKILLS AND Ability to provide high quality customers services with a professional, client EXPERIENCE: focused approach and to add value to existing client relationships Flexibility and adaptability to meet the clients and business needs **Excellent communication** Intermediate level experience of Word, Excel and Outlook software Well organised and ability to plan work and meet deadlines set