

**CRISPIN SPEERS AND PARTNERS LIMITED**

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Client Support Assistant</b>
<b>Reports to:</b>	<b>Employee Benefits Manager</b>
<b>Business Unit:</b>	<b>Employee Benefits Flexible Benefits Division/ Accident &amp; Health, Life &amp; Specialty</b>

<b>Job Purpose:</b>	This role would suit an individual with good organisational skills and attention to detail. It produces information for a number of roles with specific areas of responsibility relating to monthly data processing and issuing documents to our Clients and their employees.
<b>Key tasks:</b>	<ul style="list-style-type: none"> <li>• Calculation and processing of premiums from data spreadsheets received from Consultants and Clients.</li> <li>• Preparation and management of membership data, including amending the data to be in a consistent format for processing.</li> <li>• Issuing Membership confirmation of cover in a timely and accurate manner.</li> <li>• Preparation of risk renewal data for Account Handlers and Account Executives within time lines set out.</li> <li>• Departmental filing and archive filing, ensuring this is carried out in an accurate and timely basis, maintaining records as required accurately and tidily.</li> <li>• Answering general enquiry telephone calls and managing the department's email boxes and distribution as appropriate.</li> <li>• Production and organisation of Electronic Mailshots.</li> <li>• Providing general administration support to the department as required.</li> </ul>
<b>Skills and competencies:</b>	<ul style="list-style-type: none"> <li>• Self-motivated with a proactive approach to problem solving</li> <li>• Intermediate/advanced use of Microsoft Excel and Outlook</li> <li>• Organisation skills i.e. a neat methodical approach to working</li> <li>• Good Customer service and telephone communication as the role will involve discussion with Insured's and/or Clients, Underwriters and Assistance companies.</li> <li>• Attention to detail as print and document proofing is an important part of this role.</li> <li>• Ability to prioritise when under pressure</li> <li>• Flexibility with the ability to work alone and as part of a team.</li> </ul>
	<ul style="list-style-type: none"> <li>• Any other duties requested by senior management to fulfil the Job purpose.</li> </ul>