

## **Join our Team as Claims Pensions Specialist**

*In our team you will have a chance to apply your skills and knowledge, acquired from working in the Pensions industry, to understand customer needs and develop solutions to best meet their needs and expectations, having in mind the legislation in force.*

### **Key Responsibilities:**

He/she will be responsible for analysing and processing customers' claims, communicate to the customers if any documents are needed and of the payments letter. All the steps and flows in the payment or customer service will be performed considering a strong governance.

### **The main responsibilities will include:**

- Analysing any requests, containing documents, received in order to assess if the customer should receive their asset, according to legal provisions. Our responsibility as a team, and yours as well, is to make sure that the documentation is according to the legal requirements (complete and correct) and that we solve the request in due time (as soon as possible and no later than stated by the law). This activity includes additional follow-up steps for unresolved files/cases (incomplete documentation);
- Process payments and issue notifications to customer, within the legal deadlines;
- Any internal or external customer requesting your services and attention will be serviced in a timely and professional manner via verbal and written communication or personal contact;
- Monitoring and reporting our activity – internal and external reports (to ASF or other bodies); You will need to demonstrate thorough understanding of our key performance indicators and service level agreements and to formulate proposals for improvement of these indicators/results;
- Working closely with legal, internal control and risk to make sure we understand and meet the legal, risk management and control requirements;
- Updating into the system the customer's personal data, including their consent to deliver the correspondence via email from claims requests;
- Recording into the system the requests with registry numbers and updating the information into a report that monitors all the files: complete or incomplete;
- Reconciling the monthly report to CNPP with payments and data updates into AMRP;
- Processing the files from CNPP regarding the last payments and obtaining customers consent for the final payment;
- Actively support the identification of change requirements and the development and testing of electronic systems (changes triggered by new legal requirements or by the need to increase efficiency);

### **Hard Skills**

- Bachelor's degree in a relevant field (Finance, Accounting, Economics) may represent an advantage;
- Experience working in pension industry or payments and a very good knowledge of the legislation is a plus – minimum 1 year for Assistant level;
- Learning agility – demonstrated curiosity for development of skills and knowledge;
- Ability to write, listen and communicate effectively (oral and written);
- English proficiency;
- Proficiency in Microsoft Office (Access knowledge is considered a plus);

- Proficiency with technology and systems – ability to quickly learn new systems and processes.

### **Soft Skills**

- Teamwork and collaboration – to ensure that all the stakeholders involved in a process know all the details, in order to deliver as expected;
- Passion to work with people, a collaborative mindset and strong emotional intelligence;
- Positive, self-motivated individual capable of working autonomously;
- Highly resourceful and always maintaining ethical professionalism, confidentiality, and integrity;
- Oral and written communication skills – when writing customers notifications, instructions the text must be clear and customer oriented;
- Time management skills and capacity to identify priorities;
- Attention to detail – to ensure the documents are reviewed and processed appropriately;
- Good analysis and synthesis capabilities.

### **What we offer:**

- Friendly and dynamic work environment with multiple career development opportunities, allowing you to explore a variety of functions and processes within the Operations area;
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality;
- Direct reporting to Pensions Operation Manager, guidance, and mentoring;
- Various learning & development programs, adapted to your needs and goals;
- Work-life balance programs and a special care for your physical and mental health;
- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster, additional holiday based on your seniority);
- Attractive salary and yearly additional compensation, according to your performance and support for the team;
- Hybrid way of working and good location – close to the subway.

**Send us your CV at [RO-hr@metropolitanlife.ro](mailto:RO-hr@metropolitanlife.ro).** By sending your CV to this address you agree that Metropolitan Life will process your personal data for the recruitment process for this role.

**At Metropolitan Life Pensions, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.**

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

