



Join our Team as Policy Owner Services Assistant for a full-time role, in a fixed period of 12 months

Valuable team member, the new Corporate Policy Owner Services Assistant will play an important role in ensuring that our clients are satisfied and happy by offering them a valuable customer experience.

Key Responsibilities:

Your main job duties and responsibilities will include:

- Processing the clients' requests to modify the contracts and solving the requests regarding the insurance policies;
- Making payments to customers for in order to answer the requests to collect accumulated amounts;
- Involvement in updating the working procedures.

Skills and Requirements:

- Empathetic, diplomatic and proactive in dealing with customers;
- Excellent communication skills and work effectively in a team;
- Always looking for innovative and creative ways to solve the requests of our clients;
- Organized, able to prioritize and manage your responsibilities in a timely manner and agility in acquiring the information received;
- Familiarity with Microsoft Office, including Excel and Word;
- Advanced level in English;
- Analytical, dynamic person, oriented towards finding solutions.

What we offer:

- Friendly environment with multiple career development opportunities;
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality;
- 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. 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, 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.

