

FULLTIME

CUSTOMER CARE EXECUTIVE

BERLIN OFFICE | BARCELONA OFFICE



i-surance is a fast-growing company focusing on the development of innovative offers combining insurance and related services. We develop customized products for the end customers of our distribution partners (e.g. manufacturer, retailer, mobile operators, utilities).

Our mission is 'Insurance made simple' and hence, our insurance programs are characterized by 'simplicity', 'innovativeness' and 'digital'. Our ambition for the future goes beyond product insurances, driving innovation also in core insurance markets through disruptive business models. Our current market segments comprise mobile device, electronics, hearing aid, eye glass, car tire and ticket insurances as well as insurance offers for the customer base of utilities and cyber security offers.

For each market segment, we have the ambition to become the market leader. Today, we are already the market leader for mobile device insurances in Switzerland and for hearing aid insurances as well as car tire insurances in the German-speaking area. Among our clients are typically the largest players in each segment, such as mobile operators Salt and Sunrise in Switzerland (mobile device insurances), Mercedes and Delticom in Germany (car tire insurances), and KIND and Neuroth (hearing aid insurances).

Founded in 2012, we have become profitable in the 2nd year of operations and finance our growth entirely from our operating cash flow – working without debt and external investors. Today, our offers are sold in 12 European countries and we manage an insurance premium volume of € 30-40 M with the ambition to grow the size of our business beyond € 100M in the next 5 years. With operations in 4 European hubs (Zurich, Berlin, Paris and Madrid), we are serving a large and fast-growing customer base of >2 M insured customers across Europe. Since end of 2016, we have built an European customer care team of 11 agents based in Berlin and now plan to grow this team and build a second customer care location in Barcelona.

We are a diverse, multi-cultural team speaking many languages and have a unique culture focusing on our 5 core values: 'clients first', 'teaming', 'acting like owners', 'results-driven' and 'continuous improvement & innovation'. Our current team of 25 multi-cultural talents grow rapidly and we expect to double the size of our international team within the next 2 years. Hence, we are continuously looking for talents who want to shape our firm development and their professional career development.

THE POSITION

We are searching for members for our customer care team who provide superior customer experience and support to our customers, both end-customers as well as retailers. Our customer care team handles customer claims and coordinates claim fulfilment, such as the repair or replacement of an insured mobile device. We look for multi-lingual colleagues who like to work in a multi-cultural team and enjoy to team-up across our international offices.

YOUR RESPONSIBILITIES

In our customer care team you will have the following responsibilities:

- Take and answer customer requests (by phone, e-mail or chat)
- Register notified claims, evaluate and decide on claims
- Coordinate with customer and our partners and manage processes
- Continuously improve processes and performance of our customer care operations
- Train our distribution partners if required
- Engage in trainings for a continuous learning experience
- Support in onboarding of new colleagues
- Team-up with colleagues from other functions

YOUR PROFILE

- Excellent language capabilities, at least in 2, preferable in 3 or more languages (priority is on German and French)
- Good communication skills, both written and oral
- Customer-oriented attitude
- Strong teaming spirit and interest to work in multi-cultural team
- Flexibility with regard to availability to support our opening hours
- Curious to continuously learn and explore new approaches/technologies

WORKING WITH US

- A young and dynamic, multi-cultural team with a strong teaming spirit
- A very international work environment with the possibility to transfer between international offices
- Plenty of opportunities to take over responsibilities and make an impact
- Personal growth & development opportunities within and beyond customer care
- Attractive compensation with a secure job in a financially solid company
- Attractive location in Berlin Mitte and in the future, also in Barcelona
- Possibility to shape a young and fast-growing company

IF YOU ARE INTERESTED TO JOIN OUR CUSTOMER CARE TEAM AND SHAPE OUR EXCITING DEVELOPMENT, PLEASE CONTACT ELISA SIMEONI IN OUR CUSTOMER CARE TEAM: recruiting@i-surance.de