



## Customer Service Agent (Back Office)

i-surance

Berlin/Barcelona

### About us

i-surance is a B2B2C insurtech company like no other. Due to the exponential success of our modern and disruptive business model we now boast two operations offices in the startup hubs Berlin and Barcelona and a further two sales offices in the European finance capitals Zurich and Paris. We'll soon extend into Amsterdam, Vienna, Lisbon and Milan!

How did we do it? Innovation.

We're disrupting the traditional insurance market two-fold. First and foremost: our offers are transparent and valuable to the clients of our distribution partners. Secondly, we leverage emerging tech to serve our fast-paced digital world. Nobody wants antiquated and boring. Not me, not you, not your clients.

Our philosophy? Innovative, Simple, Digital.

Diverse companies are joining our vision every day. The big retailers of mobile phones, electronics, glasses, cyber security, etc. are amongst those making the switch - We've already earned the title of market leader in mobile, hearing aid and car tire insurances in several countries! What's more, we serve 2M end users in 15 European countries, manage an insurance premium volume of around € 40M and aim to grow beyond € 500M in the next 5-7 years. There are no limits to our ambition!

Our triumph is a team effort, and that continues to be our crucial secret to success.

Despite our incredible growth trajectory and boasting an ever-expanding team of >40 awesome people from all over the world we've kept our youthful start-up soul. As all entrepreneurs and modern start-ups know, a great office culture fosters great results. This means warmly connected team mates rather than colleagues. It means team lunches, chilled parties and trips to sunny islands. It means the occasional inflatable unicorn in the office. It means we're tuned in to how people really want to work; in a flexible environment that nurtures creativity and innovative thinking where our fellow humans are friends, not numbers.

Want in? We're hiring in Berlin and Barcelona!

### On any given day, you'll be doing one or all of these things:

- Support our customers and team members by handling and solving their requests (by phone, e-mail or chat)
- Provide quality customer service, including interacting with customers, answering customers' enquiries, and effectively handling customer complaints and emails

- Working closely with Operations coordinating logistical activities between customers, repair and service partners and front office agents
- Support the supervisor with data analysis and preparation of presentations for partners, customers and other team members
- Answer team member questions and help team members in handling complex cases
- Monitor and log dispute and compliance related incidents to help identify trends and areas of improvement including agent coaching, quality monitoring and product feature
- Drive results by identifying and implementing process improvements
- Organize team activities and events, e.g. weekly lunch, monthly team event
- Team-up with colleagues from other functions and other offices to identify and research new business opportunities

**Desired skills and experiences:**

- Excellent language capabilities in German (In this respect, a perfect mastery of grammar and spelling is required)
- Good command of English
- Other languages (Italian, French, Portuguese, Spanish, Dutch, Danish and Norwegian) are a plus
- Good communication skills, both written and oral
- Customer-oriented attitude
- Strong teaming spirit and interest to work in a multi-cultural team
- Curious to continuously learn and explore new approaches/technologies
- Previous customer care experience is a plus

If you are interested in exploring the opportunity to join our fast-growing international team and to shape our offices in Berlin and Barcelona, please send your application to our Talent Manager Elisa Simeoni at [recruiting@i-surance.de](mailto:recruiting@i-surance.de).