



Customer Service/Front & 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 further sales offices in the European finance capitals Zurich, Paris and London. 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 >70 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 looking for talented Front and Back Office agents for our offices in Barcelona and Berlin

Your tasks

Front office:

- Support our customers by handling and solving their requests (by phone, e-mail or chat)
- Register, evaluate and take decisions on claims
- Orchestrate our partners and manage processes for fast resolution
- Team-up with colleagues from other functions and other offices to identify and research new business opportunities
- Support with the organization of team activities and events, e.g. weekly lunch, monthly team event

Back office

- Work closely with Operations coordinating logistical activities between customers, repair and service partners and front office agents
- 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
- 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

Your profile

- Excellent language capabilities in German or French (ideally both), good command of English plus one or more of the following languages: Italian, Portuguese, Spanish, Dutch, Danish, Norwegian.
- 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 Sara Ridouane at recruiting@i-surance.de.