

# SENIOR LIFE ADMINISTRATOR

The Senior Life Administrator will support and assist in developing the activities of Monument Re in Belgium through timely and accurate administration of current portfolio's / policies as well as provide support for smooth integration of newly acquired portfolio's / policies. The Senior Life Administrator will also participate in continuous improvement of operational processes and infrastructure (IT platform) as key enabler to achieve business objectives and meet requirements of policyholders, the Board(s) and Belgian regulators (NBB & FSMA). We expect the Senior Life Administrator to carry out duties with integrity and diligence, ensuring that professional standards are maintained.

## RESPONSIBILITIES

- Providing clear, timely and accurate answers to policyholders and brokers respecting terms & conditions of policies, operational guidelines and company procedures & controls;
- Handle incoming calls from policyholders and brokers on a wide range of customer service related questions and provide clear information regarding internal processes, organizational steps and expected timelines;
- Update policyholders and brokers pro-actively on the status of their requests;
- Maintain and update the policy database (UL3 platform) accordingly to ensure accuracy of database/platform at all times;
- Ensure policy administration is compliant with applicable fiscal and legal framework and company guidelines and procedures;
- Carry out the preliminary financial controls (in collaboration with Credit Control/Finance) related to the administration of policies/policyholders and brokers to ensure that the process is completed in accordance with the company guidelines and terms & conditions. Make sure all steps of policy administration (especially payments) are well documented to facilitate internal and external audit and meet all regulatory & compliance requirements;
- Actively follow-up and adjustments of reserves according to the Group Guidelines.

## ROLE REQUIREMENTS

### Required skills & Qualifications:

- Extensive experience (5+years) as a policy administrator preferably in traditional life;
- Sound knowledge of MS Office (Word, Excel and Power Point);
- Language skills: fluency in Dutch/English with good working understanding of French
- Detail oriented;
- Enthusiastic, energetic and entrepreneurial;
- Good communicator with external stakeholders as well as internal stakeholders and colleagues;
- Eager to learn and share knowledge, flexible and open-minded;
- High level of integrity;
- Team player;
- Service minded and solution oriented.

### Preferred skills & Qualifications:

- Knowledge of UL3 (policy management platform);
- Experience in handling group Insurance is highly recommended;
- Meet the qualification of PCP ('Persoon in Contact met Publiek') of the FSMA or be willing to obtain this qualification;
- Experience with changing working environments and company cultures.