

SENIOR POLICY ADMINISTRATORS

Experienced policy administrator and interested to join a growing international reinsurance company where you can have an impact and provide added value with your expertise? Monument group has a unique and successful business model in the insurance sector that consists in acquiring Life Insurance Businesses.

To support our further growth, we are currently looking for 2 Senior Policy Administrators with minimum 5 years of relevant experience and with fluency in Dutch or French and English to strengthen our team in Brussels or Liège.

THE ROLE

As Senior Policy Administrator you will:

- Ensure a qualitative service to our policyholders and brokers;
- Support and assist in developing the activities of Monument Re in Belgium through handling all possible policy changes;
- Provide support for the smooth integration of newly acquired portfolio's; and
- Participate in continuous improvement of operational processes and infrastructure (IT platform) as key enabler to achieve our business objectives.

RESPONSIBILITIES

You will have the following responsibilities, reporting to the Team Leader Life:

- Providing answers to and pro-actively updating policyholders and brokers regarding requests and policy changes;
- Handle incoming calls from policyholders and brokers and provide clear information regarding internal processes, organizational steps and expected timelines;
- Maintain and update the policy database (UL3 platform) to ensure accuracy of our database;
- Ensure policy administration is compliant with applicable fiscal and legal framework and company guidelines and procedures; and
- Contribute and elaborate documented Guidelines and Procedures within your area of competencies for new products and support their implementation.

ROLE REQUIREMENTS

- Extensive experience (minimum 5 years) as a policy administrator, preferably in Life Insurance;
- Knowledge of UL3 (policy management platform) and qualification of PCP ('Person in Contact with Public') of the FSMA is preferred.
- Sound knowledge of MS Office (Word, Excel and Power Point);
- Professional knowledge of English and Dutch or French;
- Strong affinity with numbers, analytical, detail oriented, enthusiastic, energetic and entrepreneurial;
- Good communicator with high level of integrity;
- Eager to learn and share knowledge, flexible and open-minded; and
- Team player, service minded and solution oriented.

OFFER

- The opportunity to bring added value and have an impact in a strongly growing and international reinsurance company;
- A challenging position with complexity, a lot of variety and autonomy in a dynamic environment;
- Many opportunities for personal development in a pleasant and driven team;
- Flexible working hours and at least 2 days of home working per week; and
- An attractive salary package with fringe benefits such as insurances, meal vouchers, laptop etc.