



Working with the Community since 1977

## Career Opportunity: Customer Care Consultant [CCC]

- Exciting opportunity to showcase your sales and relationship management skills
- Role is based in American Samoa and reports to the Country Manager, NPI American Samoa.

National Pacific Insurance [NPI] has been enjoying strong and continued growth in the Pacific Islands and we have an exciting career opportunity for a Customer Care Consultant to join our team and to contribute to NPI's profitable growth, customer acquisition and retention.

### In this role you will:

- Understand our customers and look after the things they cherish by providing them with the right solutions
- Convert calls to great customer outcomes and achieve individual/ team targets
- Actively manage the customer experience from first point of contact through to completion
- Work collaboratively with the team
- Resolve customer complaints effectively and speedily
- Look at ways to improve our customer service and create efficiencies in the team
- Maintain company integrity, & minimise risk exposure by adhering to Company & Health & Safety procedures
- Maintain up-to-date knowledge of processes, procedures

### Skills, knowledge, and experience required:

- Previous experience in sales and service delivery roles
- Experience working as part of a team to achieve common goals; team player
- Product and sales process knowledge experience
- Excellent interpersonal techniques (particularly over the telephone and face to face)
- Proven written and verbal communication skills
- Sound problem solving and analytical capabilities with excellent time management and organisational abilities
- Good computer skills with a technology-friendly orientation
- Accuracy, speed and attention to detail
- Ability to adapt and embrace change
- Desired: Relevant tertiary qualification

This is an exciting opportunity to grow your career and make your mark in this challenging and rewarding role. To apply for this role please email or mail your cover letter and CV to:

Country Manager  
National Pacific Insurance (American Samoa) LTD.,  
Suite #3 Georgina Building Fagaima Road  
Pago Pago

**American Samoa**  
Or Email: [contact@npipago.as](mailto:contact@npipago.as)

**Applications close Friday 4<sup>th</sup> of December 2020**

