



CIGNA Job Vacancy: **Customer Resolution Consultant**

Customer focussed? Problem solver?

CIGNA Insurance has been insuring New Zealanders for over 85 years and there are now more than 250,000 of us covered under a CIGNA backed policy.

We are looking for a Customer Resolution Consultant to join our award winning contact centre team.

If you're the person we're looking for you'll be managing our internal and external customer complaints. We don't get many complaints but we aim to make sure they're dealt with as fairly and promptly as possible. In this role you'll:

- Be the point of contact for all complaints – taking ownership from the start right through to resolution.
- Maintain excellent relationships with our customers whilst keeping them fully informed throughout the process.
- Ability to carry out customer facing audits, identifying trends and recommend improvements

The ideal candidate will offer the following:

- Excellent verbal and written communication.
- 2-3 years experience in insurance, with an understanding of life insurance products.
- 1-2 years experience in complaints management.
- Mature in their thinking and able to look at issues from all angles.
- Organised and has a balanced approach to solving problems.
- Someone who wants to make a difference!

The position is permanent full time, 37.5 hours a week based in our Wellington Contact Centre in the Majestic Building.

If you think you're the person we're looking for, we'd love to hear from you.

If you have any questions or would like to obtain a position description, please contact Human Resources on +64 4 931 9757 or via email at nz.hr@cigna.com. If you would like to apply please email your CV and cover letter to nz.hr@cigna.com.

Applications close at 5pm, Tuesday 8 June 2010.

AT CIGNA – OUR PEOPLE MAKE THE DIFFERENCE