

Job Description

Title: Account Executive

Job Summary: The Account Executive is responsible for building up long-term relationships with the customer and delivering good customer service by responding promptly to queries and concerns. Detailed knowledge of the customer portfolio is essential in order to provide a helpful and courteous customer service, which meets or exceeds service standards.

Job Duties:

- Managing a number of individual and corporate portfolio accounts.
- Collaborating with the sales team to enhance portfolio growth.
- Communicating regularly with customers by calling or meeting them face-to-face to handle any problems or objections and ensure that they are receiving an excellent customer service.
- Seeking innovative solutions to problems and processes to ensure customer satisfaction.
- Managing customer payment procedures and handling suspension cases.
- Managing the customer's renewal process.
- Handling customers' claims and requests using internal and customer-mandated procedures.
- Pre-authorizing the go ahead for treatment procedures for the customer.
- Following up with customers to notify them of claim investigation results and any planned adjustments.
- Processing internal reports and meeting deadlines for completion.
- Communicating openly with supervisors and other team members to ensure accurate responses and avoid duplication of efforts, etc.

Requirements/Qualifications:

- Bachelor's degree.
- Proficiency in spoken Arabic and excellent English.
- 1-2 years of customer service experience.
- Advanced computer skills and a high level of competence in using Microsoft Office products.
- Strong communication skills and ability to multi-task.
- Ability to work seamlessly in a team-based environment.
- Positive, service-oriented attitude with a commitment to offering superior service.
- Medical background or strong knowledge of the medical insurance industry is an advantage.