



VACANCY



COORDINATOR BSURE SALES & SERVICES OFFICER SALES & SERVICES

LOCATION: BONAIRE

JOB DESCRIPTION

The incumbent is responsible for driving BSure sales and providing excellent service throughout the customer journey, including after-sales service and claims assistance. The incumbent identifies customers' insurance needs and offering suitable non-BSure products when BSure does not

meet those needs. The role also supports BSure's overall development by contributing marketing ideas and actively participating in BSure events and promotional activities as a representative of the brand.

KEY ACCOUNTABILITIES

- Achieving established BSure sales and service goals;
- Identifying customer needs and providing the most suitable insurance solution, including non-BSure products when appropriate;
- Taking ownership of customer service, after-sales activities and BSure claims handling;
- Addressing customer inquiries, concerns and complaints and ensuring timely and satisfactory resolution;
- Contributing marketing ideas and actively participating in BSure events and promotional activities as a brand representative;
- Ensuring quality and consistency throughout the sales and service processes;
- Maintaining strong working relationships with risk carriers and insurance partners.

QUALIFICATIONS: EDUCATION AND EXPERIENCE

- Minimum MBO-level education or equivalent.
- Minimum three (3) years of relevant banking and/or insurance experience;
- Fluent in English, Spanish, Dutch and Papiamentu, both written and spoken;
- Strong sales, customer service and communication skills;
- Strong organizational, problem-solving and analytical skills;
- Proficient in MS Office, AS400, ANVA and other relevant systems;
- Ability to organize, prioritize and work independently.

BESIDES THE EXCITEMENT AND THE CHALLENGE WE OFFER:

- Competitive salary and performance bonuses.
- Standard office environment and working conditions.
- Comprehensive healthcare package.
- Pension plan.
- Generous vacation.
- Talent and development opportunities.
- A vibrant workplace culture with team events and activities.

***EMBRACING THE
OPPORTUNITY TO
GROW LEADS TO
UNPARALLELED
PATHS OF
SUCCESS.***

WORKING AT MCB

At MCB, we are committed to fostering a culture of excellence, innovation, and inclusion. We believe in empowering our employees to grow professionally and personally within a supportive and dynamic environment. Our team values collaboration and diversity, and we are dedicated to making a positive impact in the communities we serve.

HOW TO APPLY

If you are passionate about this job opportunity and want to make a difference in the financial sector, we would love to hear

from you. Please submit your resume and cover letter to: recruitment@mcbbonaire.com

Note: This job vacancy is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the incumbent for this position.

