

Allianz General Lao (AGL), the leading insurance company in Laos, was established in 1990. AGL is a joint venture between the Ministry of Finance of Lao PDR (MoF) and Allianz SE, the world leading insurance and financial services provider. With over 25 years experience in Laos, the AGL enjoys a very good reputation among local and international customers. We provide friendly working environment, mixture of different culture and competitive salary. Now, we are looking for dynamic employee to join with us in Headquarter office in Vientiane as below position:

Helpline (1 position)

Duty and Responsibility

- Receive emergency calls and advice the insured by phone in case of the accident.
- Inform adjuster to go to accident site; follow up adjust go to accident site; record the time of the intervention of the adjusters.
- Follow-up claim documents from Adjusters & file into the claim file before forwarding to Open File Unit.
- Key-in required data into Motor Claims System accordingly and accurately to the info. received from clients and/or adjusters to the IT System for further actions of following functions.
- Provide necessary assistance to the client via telephone in case of emergency e.g accident happened in remote area, etc.

Qualifications & Skills requirements:

- Minimum Bachelor Degree or equivalent in Law, Communication Science, Reception, Service & Customer Care, or related field.
- At least 1 years experiences in the above nature of work.
- Experience in the field of Traffic Safety or similar responsibilities will be considered as a plus.
- Male between 20-30 years old with good health.
- Good command of written and spoken English.
- Minimum basic computer skills e.g. MS Word, MS Excel, MS Outlook (Email), etc.
- Good personality, willing to learn and be able to work in team.
- Be able to work in a dynamic & under pressure environment.
- Be able to deal with shortcoming and handle problem solving on the telephone.
- Patience, Polite & Friendliness as to work with multicultural and discipline clients.

AGL offers:

- **Competitive salary**
- **Great career progress opportunities**
- **Comprehensive on job training**
- **A friendly and supportive work environment**

Only Laos Nationality is eligible to apply. Interested applicants meeting the above requirements should submit their resume including a recent photo in passport size with cover letter describing your suitability for the role, career aspiration and salary expectation, and copied certificates to AGL Human Resources Department.

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