



POSITION DESCRIPTION

POSITION TITLE:

Broker Assistant

ADVERT TITLE:

Broker Assistant

LOCATION:

MALAYSIA ☐

PHILIPPINES ☒

VIETNAM ☐

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our partner, a provider of insurance broking & risk management solutions for over 28 years based in Perth, is looking for a Broker Assistant. With a large portion of foundation clients remaining as valued clients, the team understands that a high level of customer service is of paramount importance. Their service framework ensures that our client's needs are met efficiently and effectively.

As a Broker Assistant, you will provide excellent client service to existing clients for advice, policy management, and the renewal process for wholesale drycleaner scheme. You will be working closely with an Account Manager based onshore.

KEY RESPONSIBILITIES

- Responsible for New Business Drycleaner Scheme Enquiries
- Respond to inquiries and requests for action from Account Executives and Junior Brokers
- Processing of new business, renewals, and policy maintenance to ensure the provision of excellent service to clients and the highest quality input to insurers.
- Providing and following up on quotations
- Processing of endorsements/amendments
- Quoting of renewals
- Preparing correspondence between insurance groups, clients, and underwriters for approval by the Account Executive, Senior Account Executive, or Junior Account Executive
- Updating of Claims Status Reports
- Attending to front counter payments and inquiries
- Assisting other Brokers when required for general queries



POSITION DESCRIPTION

SKILLS, EXPERIENCE & QUALIFICATION

- Diploma or Degree in a relevant field
- Prior insurance experience (insurance literacy) is a must
- Strong written and verbal communication and interpersonal skills
- Excellent attention to detail and organizational skills
- Background with Microsoft Excel, Outlook, PowerPoint, etc.
- Familiarity with Insight would be a bonus but not required
- Customer service skills and business acumen
- The ability to manage your time and work on a number of projects concurrently
- Strong analytical skills
- The ability to work well in a team environment

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.