



**Tata Motors Insurance Broking and Advisory Services Ltd**

**Designation: Customer Relationship Executive (CRE)**

**Line of Business:** Retail Insurance

**Designation :** Customer Relationship Executive

**Major Deliverables:**

- 1) Assisting Insurance team of the MISP (Dealer)/POSP in:
  - A. Policy Issuance of Motor & Health (POSP and Self)
  - B. Renewal Retention of mapped MISP/POSP
  - C. Claims coordination with IC to ensure settlement of claims within agreed TAT
- 2) Responsible for redressal of customer grievances / cheque collection / document collection
- 3) Relationship Management with Insurance team of dealer
- 4) Follow-up with dealer / HO for 64 VB clearance
- 5) Daily Business reporting to State Head
- 6) Coordination with Regional Manager / HO on critical issues
- 7) MIS and record keeping.

**Specialized job competencies:**

- Good Communication skill
- High on Service Orientation
- Self starter
- Work ethics
- Familiarity with Local Demographics & Market Intelligence

**Educational Qualification:** Any Graduate / Post graduate.