

MILVIK (CAMBODIA) MICRO INSURANCE Plc., operating under the brand “**BIMA**”, is a part of Milvik AB and is an international micro insurance company headquartered in **Stockholm, Sweden**.

BIMA uses disruptive mobile technology to bring insurance and health services to consumers at the bottom of the pyramid, on a scale never before possible. In just six years, BIMA has established itself as one of the fastest-growing and most innovative companies working in emerging markets. We already have thriving operations in 14 markets across **Africa, Asia and Latin America**. **BIMA** has been operating in Cambodia since 2014 in partnership with Smart Axiata Co., Ltd.

BIMA is currently looking for a qualified candidate to fill the position below:

JOB TITLE	Quality & Customer Service Agent	JOB LOCATION	Phnom Penh
REPORTING TO	Quality and Customer Service Manager	# OF HIRING	06

KEY RESPONSIBILITIES

- Make outbound calls to check quality of field and call center sales
- Listen to inbound & outbound call recordings and record detailed feedback based on specified criteria.
- Handle incoming customer service queries from both existing & new customers
- Work with QCS manager to produce daily reports

REQUIRED QUALIFICATIONS

- 4th year student in a related discipline is preferred
- Previous experience in Quality Control and Customer Service is strongly preferred
- Must have excellent written and verbal communication in Khmer and English
- Be able to work in rotation shift
- Excellent IT skills with experience using Microsoft Office
- Exhibit integrity and a problem-solving & result-focused personality
- Positive and professional attitude
- Strong attention to detail

BIMA offers competitive salary and benefits such as working insurance cover, career and personal development opportunities, Staff/Spouse Delivery Benefits, Khmer New Year and Pchum Ben bonuses, financial support for marriage, BIMA health benefits, Five-Day Work Week, public holiday according to labor law, annual salary increments etc.

Only short-listed candidates are invited for an interview!

Interested candidates may send your cover letter and CV to recruitment@kh.milvik.com or visit us at the following address: #68E1, 1st Floor, The iCON Professional Building, 216 Norodom Blvd., Sangkat Tonle Bassac, Khan Chamkarmorn, Phnom Penh, Cambodia. Tel: (855) 23 726 721, Website: www.bima.com.kh.