



Adventist Risk Management Career Opportunity

Customer Service Representative

As the official insurance and risk management company for the worldwide Seventh-day Adventist Church, Adventist Risk Management® (ARM) is seeking a full-time Customer Service Representative to join our Client Care team in St. Albans, England. This role supports Account Executives by managing policy renewals, preparing insurance documentation, processing certificates of coverage, and providing general administrative support. This role is in-office at the Trans-European Division of Seventh-Day Adventist 119 St Peter's St. St Albans, UK.

We will count on you to:

- Provide excellent customer service to our clients on the phone, through email and in person.
- Issue complete, and sometimes complicated certificates accurately and timely per the needs of the insured.
- Work with Account Executives, Underwriters, Producers and other team members to ensure the client's requests are taken care of quickly and correctly.
- Maintain well-organised files/records for the Account Executive team, to include distribution of in-coming mail and messages, managing and tracking projects and time sensitive company processes under the direction of the Regional Manager.
- Assist the Account Executives as they complete applications and bind policies by keeping up to date records such as property values and client employee coverages.
- Assist in checking policies and applications for accuracy and requesting corrections when needed.
- Enact policy changes through endorsements.
- Assist in the development and implementation of the annual client service plan with the Account Executive.
- Be responsible for following-up on all client service issues received with the appropriate ARM team member.
- Prepare and maintain schedules of insurance.
- Assist the Account Executive with billing which also includes: sending invoices and statements, bill collections, and handling questions as they arise from the local field.
- Process insurance application requests through internal databases; ARMprotect & Travelhub.
- Assist with general office administration.
- Perform other duties as assigned.

What you need to have:

- A Levels preferred
- Bachelor's Degree in a business-related field preferred
- Minimum of two years successful secretarial or general office experience is preferred



- General insurance experience is preferred
- Successful completion of the Cert CII within a two-year period is expected
- Fluency in one or more of the following is preferred but not required:
 - Korean, Japanese, Tagalog, Bahasa Indonesia

What makes you stand out:

- Self-starter, resourcefulness, with the ability to work independently without daily supervision.
- Ability to work in a fast-paced environment and ability to prioritise work.
- An ideal team player who is hungry, humble, and smart.

Interested in a Career:

Working Time: 36.75 hours per week

Salary Range:

£27,738.12 to £34,315.20

*The successful candidate **MUST** have legal rights to work in the UK. Interested applicants please email your curriculum vitae to rfiddis@adventistrisk.org by **Saturday, 8th August 2026**.