

Client Experience Officer

About Us

Achmea Farm Insurance, part of Achmea Group with 17,500 employees and 10 million clients globally, has been operating in Australia since 2013 as a specialist agricultural insurer. Thousands of agribusinesses have trusted us for their farm insurance, and with our expanding team, now is the perfect time to join. At Achmea Farm Insurance, we're committed to supporting farmers and agricultural communities with sustainable insurance solutions. Our mission is to "Keep Farmers Farming."

About the Role:

We're seeking an enthusiastic **Client Experience Officer** to join our growing team on a permanent, part-time basis, working 20 hours per week.

In this role, you'll play a key part in improving the daily operations of our Client Experience function.

Role Responsibilities

- Support the Farming Services Commercial Team with new business development through the accurate preparation of documentation ensuring we meet our high standards
- Perform risk analysis in conjunction with the Farm Insurance Specialists to assess client risk and mitigation
- Complete all new business documentation to support the Farm Insurance Specialists and ensure we meet our high expectations and regulatory requirements

Qualifications:

- Diploma in General Insurance (preferred)
- ASIC RG146 qualification (preferred)
- Agricultural experience is strongly regarded

Achmea Farm Insurance are looking for someone with:

- 1-3 years experience in the rural sector (preferably in the financial services industry)
- Experience with data entry, administration and service experience (within insurance or financial services) is highly regarded

Benefits of working with Achmea:

- Competitive salary package
- 5 weeks annual leave
- Paid salary continuance
- Life insurance
- Novated leasing

- Volunteer leave
- Study allowance

Privacy

Protecting your privacy and your personal information is important to us, as it is fundamental to the way we conduct business. Achmea Farm Insurance (ABN 86 158 237 702, AFSL 433 984) is bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles set out in that Act. A copy of Achmea Farm Insurance's Privacy Policy may be found at www.achmea.com.au/privacy/. If you have any questions about how Achmea collects, stores, uses and discloses your personal information, please contact us using the contact details at the end of the Privacy Statement.

NOTE: No recruitment agencies - If we need additional assistance, we'll reach out to our trusted partners.