



Euro-Center (Thailand) Co., Ltd.

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Assistance Coordinator (Danish speaker)

We are currently looking for Danish speakers to work in the full-time position of Assistance Coordinator.

Company overview:

Our company, Euro-Center (Thailand) Co., Ltd., is the Regional medical assistance office for various Northern & International European insurance companies. Our office is located in Bangkok, Thailand. We are employing 60+ staff members, handling insurance and assistance claims with high professional standard in an international and vibrant office environment. Our office runs 24/7 and works in liaison with 9 other Euro-Centers around the world. The Euro-Center Holding SE, headquartered in Prague belongs to the Munich RE Group with its subsidiaries of ERGO Travel and ERV and is also partially owned by Europeiske Rejsforsikring in Norway (IF Groups)

As Assistance Coordinator, you will be responsible for the communication over phone and via email with Danish speaking and other international policyholders and a worldwide network of medical providers.

You will be part of a truly international team coming from Europe, the Americas, South Africa, Southeast Asia including our host country Thailand of course - all skilled, competent and helpful colleagues, who are passionate about providing premium Customer Service.

The Service:

- Handle any inbound or outbound communication related to Assistance. These communications may be with policyholder, medical and technical providers, agents, insurers or other Euro-Center offices.
- Co-ordinate logistic arrangements locally and internationally to assist policyholders with medical and other claims
- Register all communications and taken actions in the systems provided by the company
- Coordinate with the medical professionals according to companies' escalation process



- Be able to understand the available provider network and identify preferred providers in different countries adequate for an ongoing case

Desired Skills:

- Danish speaker with full professional fluency in English language. Additional knowledge of Swedish language will be an advantage.
- At least 2 years of work experience. Previous work experience in medical assistance or in travel industry will be an advantage.
- Bachelor's degree or Certificate of Higher Education
- Excellent IT skills
- Good general knowledge, strong communication skills with a focus on empathic approach, listening skill and attention to detail
- Good team player
- Works well under pressure
- Able to work in rotating shifts including 2-3 nights per month

We offer:

- Choice of full-time contract between 1 year or permanent with possibility to work remotely
- Group Health and Accident insurance
- 20 days of vacation +14 days of public holidays per year
- Free membership at Fitness Club
- Provision of Visa and Work Permit for Thailand

If this ad has sparked your interest, we encourage you to submit your cv and any questions you might have to : hr.bangkok@euro-center.com We will reply to your email.