



**Job Title:** Broker Support

**Company:** Marble Insurance Limited

**Location:** 4 Cain Road, Penrose, Auckland, New Zealand

**Industry:** Brokerage (Fire & General Insurance)

**Employment Type:** Full-time

**Salary:** Competitive salary + KiwiSaver

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### **About Us:**

At Marble Insurance, we are dedicated to empowering our clients to safeguard their futures and achieve peace of mind. Our collaborative team culture, competitive compensation, and comprehensive benefits create an environment where you can thrive both personally and professionally.

### **Role Overview:**

We are seeking a proactive and detail-oriented Broker Support Specialist to join our team. This role is crucial in providing administrative and operational support to our brokers and agents, ensuring a seamless service experience for our clients and efficient internal operations.

### **Key Responsibilities:**

- Provide administrative support to brokers/agents, including preparing and processing insurance applications, endorsements, renewals, and claims documentation.
- Assist in compiling and organizing client information, policies, and documentation for underwriting and claims processing.
- Respond promptly to inquiries from brokers, clients, and internal stakeholders, providing accurate information and resolving issues efficiently.
- Maintain accurate and up-to-date client and policy records in our systems, ensuring compliance with regulatory requirements.
- Coordinate with insurance carriers to obtain quotes, bind coverage, process policy changes, and assist with claims reporting and follow-up.
- Liaise with the claims department to facilitate the claims process, including reporting claims, gathering documentation, and following up on claim status.
- Perform general administrative tasks such as data entry, filing, and managing correspondence to support the brokerage's operations.
- Undertake additional duties as required to support the brokerage's objectives and client needs.

### **Skills and Experience:**

- Previous experience in administration, insurance, or finance is preferred.
- Comfortable handling both inbound and outbound calls.
- Strong problem-solving skills and ability to work under pressure.
- Analytical, inquisitive, and proactive with the initiative.
- Excellent written and verbal communication skills.



- Customer-focused with the ability to build and maintain relationships with customers, business partners, and teammates.
- A demonstrated interest in a career in insurance is highly regarded.

**What We Offer:**

- A dynamic and positive team environment.
- Opportunities for personal growth and career advancement within a forward-thinking company.

**How to Apply:**

Ready to take your career to new heights? Apply now and make a lasting impact in the fire and general insurance industry with Marble Insurance. Please submit your CV to Kylie Wilson at [kylie@marbleinsurance.co.nz](mailto:kylie@marbleinsurance.co.nz). For any questions or further information, feel free to reach out to our team.

**Note:** Marble Insurance is committed to diversity and inclusion. We welcome applications from all backgrounds and encourage individuals to apply.