

Job Description

Job Title:	Telephone Customer Service Assistant (Insurance)
Responsible To:	Team Manager
Main Purpose:	Co-ordinate insurance applications prior to submission to the insurer whilst providing the highest standard of service to our customers. Adopt a 'sales through service' culture to maximise income.

Specific Responsibilities:

- Provide the highest possible standard of Customer Care.
- Provide efficient and accurate communication with customers, advisers and insurers.
- Conduct yourself and all communication in a professional and empathetic manner.
- Keep clear and accurate records of the progress of each application.
- Input application details on the insurers' systems accurately.
- Resolve or refer any inconsistencies.
- Assist with operational training of new team members.
- Inform Team Manager of any potential problems or issues impacting the operation of the team, proposals or the business in general.
- Maintain professional and technical knowledge by attending all available training and establishing personal networks.
- Be innovative and forward thinking to continually improve company and team performance.
- Be pro-active in identifying and sharing ideas to improve service levels and efficiency.
- Adhere to guidelines outlined in the Operations Manuals.
- Complete regulatory training. To be flexible with working hours according to business needs and carry out any other reasonable duties as required.

Essential Skills:

- Delivery of service excellence
- Ability to organise and prioritise own workload
- Experience of using software including Word, Excel and Outlook
- Attention to detail
- Excellent communication, literacy and numeracy
- Ability to organise and prioritise workload
- Results orientated
- Ability to work on own and within a team.

Desirable Skills:

- Work successfully under pressure
- Develop and maintain good internal and external relationships
- Be innovative and forward thinking
- Problem solving and judgment.