



JOB DESCRIPTION

Customer Service Advisor

The Company

We are a rapidly expanding insurance broker based in Tunbridge Wells, Kent. We currently employ around 80 staff and specialise in niche motor insurance. We also appear on many of the price comparison sites for car and home insurance such as 'Go Compare' and 'Moneysupermarket'. Treating Customers Fairly is at the heart of everything we do and our Company aim is to provide efficient, accessible and responsible insurance services.

We are looking for committed individuals with an interest in insurance to join our lively team. We offer ongoing in house training, leading to a formally recognised insurance qualification although no previous insurance experience is required.

The Role

The role of the Customer Service Advisor is primarily about managing client communications to provide a high quality of customer service. Between handling enquires via incoming calls, general administrative tasks, updating customer accounts and dealing with correspondence, the Advisor is in the front line of client communication. A professional understanding of what makes first-class customer service is also important, as are flexibility, multi-tasking and problem-solving skills and sales orientation. Our working hours are 9.00am to 5.30pm Monday to Friday for 2 consecutive weeks, 10.00am to 7.00pm Monday to Friday for 1 week and 1 in 3 Saturdays 9.00am to 3.00pm, calculated on a rotating basis.

The main tasks are:

- Providing a focused and friendly service to all customers and prospects when providing quotations and assisting with queries, taking messages where appropriate
- Handling a range of enquiries from customers by telephone and email
- Processing incoming and outgoing mail
- Maintaining secure, efficient and accurate filing systems
- Scanning incoming documentation and actioning or distributing appropriately
- Updating the computer system with diary events to trigger calls to customers or insures and then producing documents/correspondence as required
- Maintaining an acceptable level of product knowledge by keeping up-to-date with product developments

The Person

- A commitment to providing good customer service
- Excellent telephone manner
- Strong written and oral communication skills
- Attention to detail
- Professional and responsible
- Focused and self motivated
- Patient and tactful
- Enthusiastic team player
- Keen to learn and progress
- Strong IT skills
- The ability to quickly and accurately enter information, produce documentation, and supply information
- Good numeric skills and capable of multi-tasking
- Looking to progress and build a career within a successful expanding organisation
- Minimum of 4 GCSE's at Grade C and above, to include English and Maths

The Rewards

- Salaries range from:
£14,000 dependent on experience and for those planning a career in customer service, customer service advisors jobs are a good place to start your career
- We offer 28 days holiday a year inclusive of the Public Bank Holidays
- Company Pension Scheme
- Discounted Home and Motor Insurance
- Training and development programme
- The potential to be sponsored to study for your CII (Certificate in Insurance) after a qualifying period