



JOB DESCRIPTION

New Business Sales 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 sales advisor is primarily about managing client communications to provide a high quality of customer service, which increases the Company's reputation and boosts sales. Computer literacy is essential, together with strong oral communication abilities. A professional understanding of what makes first-class customer service is also important, as are flexibility, multi-tasking and problem-solving skills, strong communication skills, results-orientated and a commitment to delivering against targets. 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:

- Responding to enquiries from prospects, clients, brokers and underwriters received in any format (phone, email etc) in a courteous and helpful manner and ensure that all information required by clients or underwriters is obtained and communicated
- Completing the key task of "fact finding" to identify clients requirements and to provide a quotation to fulfil their needs
- Obtaining quotations using the quotations system, rating guides or by referring to insurers
- Communicating quotations, advising the most appropriate in terms of price and cover to meet the applicant's needs
- Discussing any additional covers to ensure that all the insurance requirements are satisfied

- Following our internal procedure for verbally accepted quotations, confirming cover and providing written confirmation with full details of cover, enclosing proposal(s) for completion and the “Terms of Business” document
- Carefully checking new business documentation received from insurers and pass to the administration department for processing
- Ensuring that paper files and system records are created for new business and updated with all client details
- Liaising with the accounts department to ensure that credit control rules are followed and that cash flow objectives are achieved
- Chasing and receiving payments by cheque, credit card and debit card for new business
- Responding to enquiries from clients, brokers and underwriters received by phone, letter, email or fax and ensuring that all information required by clients or underwriters is obtained and communicated
- Issuing invoices and policy documents and updating client records accordingly
- Updating the computer system with events, produce 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 sales and customer service
- Target driven
- Excellent telephone manner
- Strong written and oral communication abilities
- Attention to detail
- Professional and responsible
- Focused and self motivated
- Energetic, outgoing and confident
- Enthusiastic team player
- 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:
£15,000 plus commission dependent on experience, OTE £20,000 - £25,000. For those planning a career in sales, sales advisors jobs are good places to start
- 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