



## **JOB DESCRIPTION**

### **Renewals Advisor**

#### **The Company**

We are a successful 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 Renewals Advisor is primarily about managing client communications to provide a high quality of customer service, retain existing clients and increase the company's reputation and boost sales. Preparation of renewal documentation, contacting clients to renew their policies and setting up of the new policies play a major part in the Renewal Advisor's daily tasks. A professional understanding of what makes first-class customer service is vital, as well as flexibility, the ability to multi-task and strong problem-solving skills. There are also opportunities to upsell and cross-sell additional products and services to the customer. 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:

- Maintaining the system for raising renewals, ensuring they are actioned 3-4 weeks before the renewal date
- Producing renewal documentation accurately
- Chasing and receiving payments by cheque, credit card and debit card for renewals and policy amendments
- 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
- Obtaining quotations by using our quote 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
- Issuing invoices and policy documents and updating client records
- Providing a focused and friendly service to all customers and prospects providing quotations and assisting with queries, taking messages where appropriate
- Producing and maintaining diaries on our computer system, chasing for outstanding information from insurers, brokers and clients
- 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**

- Enthusiastic, highly motivated team player
- A commitment to providing good customer service
- Excellent telephone manner
- The ability to quickly and accurately enter information, produce documentation, and supply information
- Strong written and oral communication abilities
- Self motivated and an 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 organisation
- Minimum of 4 GCSE's at Grade C and above, to include English and Maths

## **The Rewards**

- Salaries range from £14,000 plus commission and for those planning a career in insurance, the Renewals department is a good place 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