



<b>Position</b>	<b>Customer Service Advisor</b>
<b>Reports to</b>	<b>Customer Service Manager</b>

### **The purpose of your position**

The job of the Customer Service Advisor is 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.

### **The position requirements and responsibilities**

#### **Position key attributes**

- Team Worker
- Focused
- Organised
- Great interpersonal skills
- Strong attention to detail
- Motivated
- 4 GCSE's C and above
- Demonstrated ability to process information quickly and correctly
- Effective IT/ PC skills
- A commitment to providing good customer service
- Excellent telephone manner

#### **Main responsibilities**

- Providing a focused and friendly service to all customers and prospects providing quotations and assisting with queries, taking messages where appropriate
- Handling a range of enquiries from customers by telephone and email
- Processing incoming and dispatching outgoing mail
- Maintain secure, efficient and accurate filing systems
- Scanning incoming documentation and action or distribute appropriately
- Updating the computer system with diary events to trigger calls to customers or insurers and then producing documents/correspondence as required
- Communicating effectively both internally and externally in a professional and friendly manner
- Maintaining an acceptable level of product knowledge by keeping up to date with product developments
- Ensuring that at all times we are treating customers fairly

#### **Additional Responsibilities**

- Communicating effectively both internally and externally in a professional and friendly manner.
- Maintaining an acceptable level of product knowledge by keeping up-to-date with product developments.



- Providing a focused and friendly service to all customers and prospects.
- Your hours of work will be 9.00am to 6.00pm Monday to Friday and 1 in 3 Saturdays 9.00am to 3.00pm, calculated on a rotating basis.
- To assist in achieving team targets and deadlines.
- To assist in the positive implementation of change, growth and development within the business.