

Customer Service, Insurance Agent

£16,500 - £18,000 with potential to earn an annual bonus.

Do you want to be part of a growing Customer Contact Centre?

We are looking for enthusiastic, motivated individuals, looking to work within our expanding Customer Service department.

Job Purpose:

If you are motivated, energetic and dedicated to putting the customer first we have an exciting opportunity for you to develop in a growing and successful customer service team.

You will have a positive and enthusiastic approach to receiving inbound calls from our customers who have queries with their Insurance policy. Whether it is name or address changes or more complex queries, you will use your customer service skills to resolve and offer solutions. You will be working collaboratively with your team members to resolve customer issues in an often-challenging environment.

As a member of this dynamic team you will be providing relevant and accurate information to the customers to help resolve their individual queries. We will require you to be pro-active and have the ability to use your initiative to adapt to any situation that arises within the Contact Centre Environment.

Desirable Criteria Working to FCA regulations or experience in a heavily regulated environment.

What we need from you:

- Customer Service experience is desirable.
- Experience of working within an FCA regulated company and/or in a heavily regulated environment.
- Effective verbal and written communication skills.
- Listening and questioning ability.
- Accuracy, attention to detail and the ability to analyse information and identify solutions
- Decision making taking all aspects into account showing empathy in sensitive situations
- Ability to communicate effectively and build rapport with customers
- Excellent organisational skills and a proven track record of working using your own initiative with the ability to prioritise workload
- PC skills and working knowledge of Excel, Word.
- Proven ability of building effective working relationships.

About us:

As part of the Complete Cover Group with our sister company based in London we are part an award-winning broker and for over 40 years has been a leading independent provider of non-standard Motor, Taxi, Van and Household insurance.

We are based close to the M4 in Cwmbran with on-site parking and modern offices including an on-site canteen and break out areas.

We offer;

28 days annual leave (inc bank holidays)

Health care plan (BUPA)

Cash Back Plan (BUPA)

Free on-site parking

Uncapped Ancillary bonus earning potential

Full training and support on all systems that are used within the Contact Centre Environment.

Job Type:

Permanent

Hours of work:

Monday to Friday shifts between 08:30am – 08:00pm, 1 in 3 Saturdays 9.00am – 16.30pm

Shift Patterns:

Permanent Full-time hours available.

Permanent Part Time Hours considered.