



## Home Insurance Customer Associate

### The Company

Intelligent Insurance provides specialist Home Insurance to customers who typically have complex home insurance requirements and have difficulty obtaining competitive cover elsewhere. Established in early 2014, the company has grown rapidly and has built an enviable reputation for quality of service and product. Now with a strong online presence and one of the leading providers of non-standard home insurance. This is due to having a great team with excellent knowledge and commitment to the business.

Intelligent Insurance operates from a modern office in Ringwood, which can be easily reached from Bournemouth, Poole, Southampton, Salisbury and surrounding areas

### The Role

Working within a team in our sale and service area, you will be required to speak with customers to ensure the cover provided is suited to their requirements. Importantly, you will be expected to provide a consistent, professional, and high quality of service to ensure that all customers receive an excellent experience.

You will be responsible for handling new sales enquiries from quotation through to sale, administering policies and fielding enquiries via telephone, email and online chat. Full training and coaching will be provided.

This is a varied role with fantastic opportunities for progression, and you will need to possess home insurance experience, excellent rapport and communication skills to succeed.

### Key Responsibilities

- Customer sales and support, interacting with customers and internal departments to deal with every stage of a policy for sales and service.
  - Ensuring compliance during all communications and processes
  - Understanding your responsibilities to ensure Intelligent Insurance continually complies with regulations and treats customers fairly.
  - Maintaining consistently high quality and performance in line with business targets
  - Adherence to quality standards; call handling measurements; and professional behavioural standards
- Scheme knowledge and adherence to underwriting rules



## Requirements

As a regulated business in financial services we take the safeguarding of our customers and colleagues seriously. Therefore, any job offer is conditional upon satisfying requirements of pre-employment screening. This includes: Identity, Eligibility to work in the UK, Criminal record and adverse financial checks

- Multi-skilled - The ability to manage time effectively and be able to work on different p tasks.
- Making an active contribution to a positive, progressive culture within the company.
- Confident in making decisions.
- Excellent attention to detail.
- Computer literate with good experience of insurance software systems, telephony and email/chat
- Ability to work well under pressure and remain effective.
- Strong and positive work ethic and attitude.
- Clear verbal and written communication skills.
- Customer focus
- Professionalism
- Team work
- Target driven

## Salary / Package

This is a full-time position based in Ringwood, Hampshire with shifts between 9am and 7pm Monday to Saturday.

- From £23,000 Basic Salary D.O.E
- 21 days holiday, plus bank holidays (increasing each year)
- Extensive training
- Industry Qualifications available (sponsored by company)