



FORWARD EMPHASIS INTERNATIONAL Job Specification			
<b>Job Title:</b>	Customer Service & Sales Advisor	<b>Job Category:</b>	Customer Service & Sales Advisor
<b>Department/Group:</b>	TBC	<b>Job No:</b>	
<b>Location:</b>	Malin Head, Co. Donegal	<b>Travel Required:</b>	TBC
<b>Level/Salary Range:</b>	On application	<b>Position Type:</b>	Full time - Permanent
<b>Applications Accepted By:</b>			
<b>CONTACT:</b> @: <a href="mailto:recruitment@forwardemphasis.ie">recruitment@forwardemphasis.ie</a> t: (074) 93-87000		<b>MAIL:</b> Malmar House Malin Head, Co. Donegal, Ireland	
JOB SPECIFICATION			
<b>ROLE BRIEF</b> <p>To provide excellent service to the customers of a leading Motor Insurer that will meet or exceed the Insurer's expectations. A Customer Service &amp; Sales Advisor will be expected to attract potential customers by answering product and service questions and suggesting information about other products or add-ons that may be of interest to the customer.</p>			
<b>ROLE RESPONSIBILITIES</b> <ul style="list-style-type: none"> <li>▪ Manage customer interactions in an efficient, courteous and timely manner in order to deliver high standards of customer satisfaction</li> <li>▪ Resolve product/service problems by clarifying the customer's complaint by providing appropriate solutions and alternatives within the time limits and follow up on complaints to ensure resolution</li> <li>▪ Identify and assess customers' needs by collating and analyzing customer information to reach satisfaction</li> <li>▪ Provide accurate and valid quotations from information gathered</li> <li>▪ Successfully contribute to the development and delivery of the teams goals, objectives and results</li> <li>▪ Provide an excellent customer contact service at all times and adhere to all regulatory requirements</li> <li>▪ Follow company procedures and guidelines</li> <li>▪ Go the extra mile and build a rapport with the customer to encourage repeat business</li> <li>▪ Responsible for processing payments and collecting vital personal information</li> <li>▪ Carry out any changes to policies/renewals as per customers request</li> <li>▪ Keep customer s up to date with any deals or add-ons that may be of interest</li> <li>▪ Provide assistance where required in the training of new team members</li> <li>▪ Ensuring that you achieve the minimum insurance standard qualification within the time frame and comply with the CPD requirements where appropriate</li> </ul>			





## PERSON SPECIFICATION

### QUALIFICATIONS AND EDUCATION REQUIREMENTS

Educated to A level, Leaving Cert or equivalent having received passes in English and Mat's, demonstrating sound academic skills and background in order to undertake regulatory training and exam process.

### ESSENTIAL SKILLS

Computer literate with knowledge of Microsoft office programmes

Willingness to work positively within a team environment with strong emphasis on support, flexibility and efficiency

Excellent communication skills both written and oral

Must be self-motivated, flexible and capable of working to critical deadlines whilst using their own initiative

Excellent organizational, interpersonal and communication skills

No formal insurance experience required as full training is provided, however the following is preferable:

- Full working knowledge of Consumer Protection Code & Central Bank of Ireland Regulatory Requirements.

### PREFEREED SKILLS

APA or CIP qualification

Educated to degree level

**Last Updated By:**

Claire McLaughlin

**Date/Time:**

24/01/2019

