

FORWARD EMPHASIS Job Specification			
Job Title :	Sales Advisor	Job Category :	Sales Advisor
Department/Group:	TBC	Job No:	
Location :	Malin Head & Buncrana, Co. Donegal	Travel Required :	TBC
Level/Salary Range :	On application	Position Type :	Full time - Permanent
Applications Accepted By:			
CONTACT : @: recruitment@forwardemphasis.ie t: (074) 93-87000		MAIL: Malmar House Malin Head, Co. Donegal, Ireland	
JOB SPECIFICATION			
<p>Sales Advisor – Join Our Team!</p> <p>We’re looking for motivated, customer-focused individuals to join our team at our Malin Head and Buncrana locations, with both in-office and hybrid roles available. If you’re passionate about delivering great service and driving results, we want to hear from you!</p> <p>About the Role</p> <p>As a Customer Service Advisor (CSA) with us, you'll play a key role in providing outstanding service to our customers while also driving sales. You'll be the friendly voice that helps customers with their insurance needs, ensuring they have the right products and solutions to fit their lifestyles. You'll combine your communication skills with your product knowledge (don't worry, we'll train you!) to provide tailored recommendations that lead to successful outcomes for both the customer and the company.</p> <p>What You'll Be Doing</p> <ul style="list-style-type: none"> ▪ Engage with customers to identify their insurance needs, offering suitable products that enhance their experience. ▪ Provide exceptional service, answering customer queries and resolving concerns efficiently and effectively. ▪ Use your product knowledge to cross-sell and up-sell additional services, helping customers get the most out of their coverage. ▪ Work to meet and exceed sales targets while maintaining high levels of customer satisfaction. ▪ Proactively follow up with customers to ensure their needs are met and that they're completely satisfied. ▪ Be a positive, results-driven team member who contributes to team goals and sales objectives. ▪ Stay up-to-date on product offerings and industry regulations (we'll support you with training and development!). ▪ Input customer data accurately and ensure compliance with GDPR and internal company guidelines. ▪ Assist with training new team members and share best practices for success. ▪ Take on ad-hoc tasks as needed to support team goals. ▪ 			
PERSON SPECIFICATION			

What We're Looking For

- At least an A-level or Leaving Cert (or equivalent) with passes in English and Maths.
- Strong communication skills, both written and verbal – you'll be talking to customers regularly!
- Self-motivated and target-driven with a passion for sales and customer service.
- Comfortable using systems and technology to manage customer interactions.
- Team player who can work collaboratively to achieve sales goals.
- Great organizational and time management skills, with the ability to handle multiple tasks at once.

Nice to Have (but not essential!)

- Previous customer service or sales experience.
- Familiarity with insurance products or the ability to quickly learn about them (we 'll train you!).
- Any insurance qualifications (like APA or CIP) or a degree would be a bonus.

What We Offer

- A clear career progression path, with the opportunity to earn insurance qualifications and advance your career in sales.
- Competitive salary with performance-based incentives, bonuses, and overtime opportunities.
- 20 days of paid holiday to relax and recharge.
- Discounts on insurance products.
- Employee referral schemes – bring your friends and earn rewards!
- A fun and social work environment with regular team events and activities.
- Full support for your ongoing learning and development.

Additional Requirements

- A secure internet and mobile connection for remote work (if applicable).