



FORWARD EMPHASIS INTERNATIONAL Job Specification			
Job Title:	Customer Service Advisor	Job Category:	Customer Service Advisor
Department/Group:	TBC	Job No:	
Location:	Malin Head, 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>ROLE BRIEF</p> <p>To provide excellent service to the customers of a leading Insurer that will meet or exceed the Insurer's expectations. A Customer Service 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> <p>ROLE RESPONSIBILITIES</p> <ul style="list-style-type: none"> ▪ Manage customer interactions in an efficient, courteous and timely manner in order to deliver high standards of customer satisfaction ▪ 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 ▪ Identify and assess customers' needs by collating and analyzing customer information to reach satisfaction ▪ Provide accurate and valid quotations from information gathered ▪ Successfully contribute to the development and delivery of the teams goals, objectives and results ▪ Provide an excellent customer contact service at all times and adhere to all regulatory requirements ▪ Follow company procedures and guidelines ▪ Go the extra mile and build a rapport with the customer to encourage repeat business ▪ Responsible for processing payments and collecting vital personal information ▪ Carry out any changes to policies/renewals as per customers request ▪ Keep customer s up to date with any deals or add-ons that may be of interest ▪ Provide assistance where required in the training of new team members ▪ Ensuring that you achieve the minimum insurance standard qualification within the time frame and comply with the CPD requirements where appropriate 			





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

- Strong systems knowledge
- 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

