

## Home Insurance Customer Associate



<b>Salary:</b>	£24,000 to £28,000 DOE + annual bonus + benefits
<b>Location:</b>	Ringwood, Hampshire
<b>Closing Date:</b>	20 <sup>th</sup> April 2022
<b>Working Patterns:</b>	shifts are within the hours Mon-Fri 8.30am-6.30pm with some Saturdays 9-1pm (no bank holidays or Sunday working)

**This vacancy is a full-time permanent vacancy, but we are open to discuss potential job share opportunities for the right candidates**

### **Hybrid / remote working available**

Any job offer is conditional upon satisfying the requirements of pre-employment screening. This includes identity, eligibility to work in the UK, criminal record and adverse financial checks.

### **About Intelligent Insurance**

Intelligent Insurance provide home insurance to customers who have specialist requirements and need cover for unusual properties or circumstances such as listed buildings, previous subsidence, unoccupied properties, holiday homes and many more.

Well established since 2014 and a growing business in the non standard insurance market, we have developed our own home insurance product which is backed by a panel of UK insurers including Axa, LV=, Prestige, Pen and Geo. The cover we provide is rated 5 Stars by Defaqto, and through our fantastic service we have achieved an “Excellent” rating on Trustpilot.

We are a small, highly skilled, welcoming and friendly business with a team that works closely together to support our customers when purchasing their home insurance.

### **Job Purpose**

To deliver excellent customer service and take ownership to drive new business sales from the many opportunities that come in from a variety of channels, including comparison sites, affinity relationships and response to adverts.

You will be involved at all points through the customer journey and get to see the end-to-end process, including mid-term adjustments and renewals.

We deliver our excellent service through efficiency and working well together, and customers contact us using a variety of communication channels including telephone, online chat and email communication.

## Key Responsibilities

- **Customer sales and service**  
Delivery of excellent customer service and sales within agreed targets
- **Ensuring compliance during all communications and processes**  
Understanding your responsibilities to ensure Intelligent Insurance continually complies with regulations and treats customers fairly and apply knowledge to ensure accuracy
- **Maintaining consistently high quality and performance**  
Adherence to company quality standards, KPI's and SLA's through all methods of communication which includes online chat, telephone and email.

## About you

- Insurance experience preferable
- Experience and understanding of industry regulation advantageous
- Strong sales and customer service skills
- Confident in learning new systems and working on several systems at once
- Goal driven
- Team player
- Enthusiastic and a willingness to learn and develop knowledge