



JOB SPECIFICATION

CUSTOMER CONTACT ADVISOR
LOCATION: YORK, UK
SALARY: FROM £17,940.00

BENEFITS

- Up to 33 days' holiday including bank holidays plus long-service increase.
- Great flexi-time arrangement available
- Government work place pension
- Free parking and hot drinks
- Free work wear
- On site crèche
- Staff discount
- Free onsite gym

INTRODUCTION

Reporting to the Customer Contact Manager.

An exciting opportunity has arisen for a Customer Contact Advisor to join our team. The office is open seven days a week and you will be required to work on a rota basis, working one Saturday every 4 weeks and one Sunday every 7 weeks.

DUTIES

The role will include, but not be limited to, the following duties and responsibilities:

- Competently provide quotes, answer queries regarding our websites/products, process existing policies outlining any specific term/conditions which clients should be aware of.
- Amend and understand existing policies, including the direct debit guarantee and FSA scripts.
- Issue all policy documentation with the relevant inserts.
- Receive incoming calls, make follow up calls to both clients and brokers directly, following diary procedures.
- Deal with queries in connection with the Dog/Cat Breeders Association and the National Pet Register.
- Follow ICOB rules and understand and how compliance affects your role.
- Policy termination and return of premiums.
- Undertake all aspects of broker work.
- Meet/exceed targets and demonstrate examples of this within daily tasks, for staff file.
- Successfully complete Review Exercises where necessary.
- Adhere to FCA and PRA rules, ABI guidance, the Data Protection Act 1998 and other industry directives as advised by your Manager.
- Demonstrate a good understanding of Company TCF policy.





JOB SPECIFICATION

SKILLS AND EXPERIENCE

The successful candidate for the role must have the following skills and experience:

- Empathize with client's needs and balance these with the needs of the business.
- Good interpersonal skills.
- Good organizational and planning skills.
- Extensive product and regulatory knowledge.
- Excellent knowledge and understanding of, websites and PC systems.