



## JOB SPECIFICATION

### CUSTOMER CONTACT ADVISOR

LOCATION: YORK, UK

SALARY: FROM £19,110.00

**REPORTING TO: CUSTOMER CONTACT  
MANAGER**

### BENEFITS

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

### INTRODUCTION

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About Us:

The Insurance Emporium protects many of the passions that make our lives so rich. Whether it's your pets, horses, caravans or more, our insurance products are designed to work for you as an individual.

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 3 weeks and one Sunday every 7 weeks.

### DUTIES

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

#### **Responsibilities:**

- Receive incoming calls, make follow up calls to both clients and insurance brokers directly.
- 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 FCA scripts.
- Issue all policy documentation.
- Deal with queries in connection with the Dog/Cat Breeders Association and the National Pet Register.
- Follow ICOBS rules and understand how compliance affects your role.
- Policy termination and return of premiums.
  
- Meet/exceed targets and demonstrate examples of this within daily tasks, for staff file.
- Successfully complete Review Exercises where necessary.
- Managing own knowledge of the rules and requirements of the FCA, PRA and other legal, regulatory and risk implications a minimum of 15 hours CPD each year.
- Complying with FCA and PRA rules, ABI guidance, the Data Protection Act 2018 and other regulation, legislation and industry directives as advised by your Manager.
- Ensuring compliance with ELICO's Financial Crime, Anti-bribery, Whistleblowing, Compliance & Risk and Complaints Policies along with ELICO's TCF Objectives Statement.



### SKILLS AND EXPERIENCE

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#### What you will need:

- Good organisation and administration skills.
- Good communication and interpersonal skills.
- Empathise with client's needs and balance these with the needs of the business.
- Ability to adapt to different situations and customers.
- Good time management skills in order to prioritise workload.
- Good attention to detail.
- Able to work under pressure
- Excellent knowledge of Microsoft.

**Please note the successful candidate will be required to undergo a basic DBS check.**