

## **Customer Service Adviser**

*Salary Banding (plus incentive amount):* £15,000 - £18,000 (plus up to an £1500 PRP per annum)

*Location: Maitland House – Southend – On-Sea*

### **Overview:**

We're looking for positive, passionate people who know how to deliver first class service to join our Customer Services Team. A confident communicator and attentive listener, you'll deal with a varied range of queries and requests from our customers, which you will need to take ownership of and effectively manage to completion, overcoming any difficulties. We want our customers to receive outstanding service at every point of contact, to help us build stronger, long term relationships. You will quickly become an expert in our brands and customers, whilst working closely with a number of other teams within the business. We look at the positive impact you have on our customers, not just the number of calls you take.

You'll work a 37.5 hour week on a rotating shift basis, between the hours 8.00am–7.00pm, Monday to Friday (and some Saturdays between the hours 9.00am-5.00pm).

### **Key Responsibilities**

- The role will involve dealing with a large volume of call, email and letter enquiries from customers. This is usually dealing with existing policies queries, changes, renewals, payments and general policy administration.
- Dealing with multiple brands
- Delivering exceptional service to customers by using your positive attitude, empathetic nature and your great customer service skills to make a positive impact on your customer's day. Able to identify customer needs and provide suitable information on request. You will be expected to proactively build lasting relations with customers.
- Accurately document and maintain customer records in the computer system in a timely and efficient way.
- Managing your own workflow, diary system and mailboxes but also working as part of a team to achieve our goals.
- Dealing with customer complaints as first point of contact and raising to your manager / customer relations when necessary.
- Providing feedback and recommendations to your manager on ways the company can improve.
- Customer correspondence to be dealt with to a high level of accuracy and in accordance with company procedures.
- Complete other duties as assigned by your management team.
- Represent the company values in our department by always striving to be 'Have fun, get stuff done'.

### **Skills and Experience:**

#### **Required:**

- Experience in a telephony based customer service role.
- Empathetic and understanding with an aim to provide an exceptional experience with every interaction.

- Professional and passionate about providing great service and the ability to provide a personal touch and build rapport / relationships with customers regardless of the contact method. Great listening and influencing skills.
- Able to communicate in a clear and confident manner.
- Enthusiastic, positive attitude whilst being innovative with creative problem solving skills.
- The ability to work on your own initiative and as part of a team in an organized and methodical way, playing your part to ensure the team's key measures of success are met and/or exceeded.
- Able to remain calm and helpful even when dealing with upset customers.
- Basic PC skills with Microsoft Word and Excel knowledge and good numeracy and literacy skills.
- Ability to identify opportunities for ideas and changes whilst being motivated to develop and succeed with us.
- Able to respond positively to challenges and change, with a flexible approach to work.
- Attention to detail with the ability to identify when there has been an issue with a task / process.
- Must have the ability to work accurately under pressure, meet set KPI's and keep within set SLA's.
- Ability to understand the importance of confidentiality in handling customer personal data

**Beneficial:**

- Qualification in customer service

**Qualifications**

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

**Competencies:**

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

***About Us***

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee, seated acupuncture massages and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.