

Sales & Retentions Executive

Salary Banding: £16,000-£18,000 pa + PRP

Location: Maitland House - Southend - On-Sea

Overview

To generate and handle new business; respond to customer telephone enquiries, facilitate online shoppers, save cancelling customers and migrate insurance back books for both Home and Travel Insurance. Providing consumer quotations and writing new insurance business.

Key Responsibilities:

- Promote the Company's products & partner's products to new customers.
- Handling new business enquiries.
- Making outbound and taking inbound calls from new and existing clients.
- Saving customers from cancelling their insurance within agreed SLAs.
- Delivery of accurate and informative insurance quotations to new and existing customers.
- Facilitating sales/service process queries from web-originated customer journeys.
- Re-solicitation of ex-household/Travel insurance customers who have left the company through cancellation or lapse.
- Up-selling and cross selling additional products and services to maximize business.
- Accurately update client records on in-house system.
- Proactively migrate back books of business to new Hood Group products

Skills and Experience

Required:

- Ability to understand the importance of confidentiality in handling customer personal data
- Excellent communication skills.
- Proven track record in telephony consumer sales
- Computer literate with working experience in Microsoft Outlook, Word, Excel and the Internet.
- It is a requirement to hold or be prepared to undertake a Foundation Insurance Test qualification.

Beneficial:

- Experience in a Financially regulated Telephony environment

Qualifications

- FIT would be desirable
- 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 and we provide free seated acupressure 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.