

## Sales and Service Executive

*Salary Banding: £16,500–£18,000 pa + PRP of up to OTE £2,250 pa*

*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. Providing consumer quotations and writing new insurance business. As well as delivering a first-class customer service, 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 several other teams within the business. We look at the positive impact you have on our customers, not just the number of calls you take.

A critical part of your day-to-day responsibility will be to consistently meet and deliver against the KPI targets set on, but not limited to: General Productivity, Quality of Service, Adhere to Process and Sales Performance.

You'll work a 37.5-hour week on a rotating shift basis, between the hours 8.00am–7.00pm Monday to Friday, Saturdays 9.00am–5.00pm with the potential to work Sundays and Bank Holidays.

### **Key Responsibilities:**

- Promote the Company's products & partner's products to new customers.
- Meet & Deliver against any KPI targets set (as laid out above).
- Dealing with a large volume of inbound/outbound call, email, live chat and letter enquiries from customers. This is usually dealing with existing policy queries, changes, renewals, payments and general policy administration.
- Delivering exceptional service to customers by using a positive attitude, empathetic nature and great customer service skills to make a positive impact on our 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.
- Handling new business enquiries. This means delivery of accurate and informative insurance quotations to new/existing customers.
- Saving customers from cancelling their insurance within agreed SLAs.
- Facilitating sales/service process queries from web-originated customer journeys.
- 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
- Dealing with multiple brands (where applicable)

- Customer correspondence to be dealt with to a high level of accuracy and in accordance with company procedures. 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.
- Any other adhoc duties as required

### **Skills and Experience:**

#### **Required:**

- Ability to understand the importance of confidentiality in handling customer personal data.
- Excellent communication skills.
- Able to remain calm and helpful even when dealing with upset customers.
- Must have the ability to work accurately under pressure, as well as continue to meet and deliver on any KPI/SLA targets.
- Attention to detail with the ability to identify when there has been an issue with a task / process.
- Experience in a telephony-based customer service or sales 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.
- 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.
- Computer literate with working experience in Microsoft Outlook, Word, Excel and the Internet.
- Good numeracy and literacy skills.

#### **Qualifications**

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English.
- It is a requirement to hold or be prepared to undertake a Foundation Insurance Test qualification.

**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 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.