



JOB DESCRIPTION – CONTACT CENTRE AGENT

JOB TITLE

Contact Centre Agent

REPORTS TO

Responsible to Contact Centre Manager

LOCATION OF THE JOB

The position will be office based in Hatfield.

THE MAJOR PURPOSE OF THE JOB

- Handling inbound sales and customer service calls within the Department service levels.
- Outbound calls – working through a call list of customers, within a timely and orderly manner, converting warm leads to live policies from the initial contact with the customer - by building relationships with customers who already know the business and have requested a call.
- Set up of new, and updating of existing, customers' records by obtaining customer information; determining eligibility; maintaining database.
- Issuing new business documentation within 24 hours and renewal notices 28 days prior to renewal date.
- Contacting veterinary groups as part of relationship building with the objective of driving leads.
- Helping veterinary groups with day-to-day issues including help with leads portal and following up on lead submission.
- First line complaints handling as per customer complaints procedure.
- Completion of relevant administration duties associated with the fulfilment of the role.
- Ensure you are aware of all regulatory responsibilities in regard to FCA and TCF principles and guidelines and adhere to them.
- Ensure you keep yourself up to date and adhere to the industry regulations and company procedures where required.
- Be aware of potential risks within the business that may affect your immediate area of responsibility.
- Undertaking work of a related nature, or performing duties other than or in addition to those outlined above upon request.
- To become familiar with our purpose and values, making it be core to everything you do and with all interactions with colleagues, our partners and customers must be representative of these values.

KEY RESULT AREAS

- Be able to provide customer service to a world class standard including; when dealing with requests, issues, and account maintenance.
- Achieve sales targets and key performance indicators (KPI's) in response to warm leads received.
- Closing sales using a consultative approach and advising customers on the range of policies available enabling them to make an informed choice.
- Call handling – the quality of calls handled must be in line with the needs of the customer, departments KPI's and consistently exceed the average.
- Ensure all queries/tasks from customers, Sales Team and Practices that are assigned to you are dealt with

promptly and professionally.

- Be able to effectively explain all aspects of a policy to the customer in a concise and clear manner.
- Process excellent verbal, listening and written communication, as well as relationship and rapport building skills to be able to deliver expected high level of service and results.
- Handle any objections by the customer in a calm and empathetic manner.
- Provide customers with clear and concise explanation of actions taken and reasons for actions.
- Ensuring customer queries and any grievances are listened to, dealt with to all parties' satisfaction; where this may not be possible provide adequate explanation and next steps.
- To provide support to the Claims Team in responding to general claims queries and when required logging of claims onto Go-Trex.
- Use and navigate around computer systems and databases proficiently, ensuring when updating details/data entry the information is entered accurately at all times.
- Keep up to date with all product, package and price information to ensure correct information is provided at all times.
- Working within the Data Protection Guidelines as stated in the Data Protection Act(1998).

DIMENSIONS

Critical role in delivering to all customers – regardless of communication channel – a service in line with our vision and values as a company including; ensuring that all customers are treated fairly and receive excellent levels of service, accurate and timely information at all times.

SKILLS AND COMPETENCIES

- An excellent customer-focused approach with an understanding of the service needs of customers of premium products
- Planning, organisational and analytical skills
- Very keen attention to detail
- Methodical in approach to tasks
- Good time management skills
- Able to demonstrate flexibility to potentially evolve with the role as the company continues to grow
- 'Can do' approach to getting the tasks at hand completed
- Strong interpersonal skills
- Understanding of FCA and TCF regulations
- Sales techniques: Needs analysis, Fact finding, Objection handling, Product pitching, Sales closing.
- Self-motivated and able to work independently
- Good communication skills in a variety of media including: email, writing, oral
- Solid understanding of computer software packages including: MS Excel, Word and PowerPoint
- Familiarity with website content management systems a bonus
- Understanding of social media sites

QUALIFICATIONS

A-level standard of education

TECHNICAL EXPERIENCE

A solid understanding of MS Excel/Word in particular. These two applications are used most frequently in the production of reports and other tools used by the business both internally and externally.

EXPERIENCE REQUIRED

Previous Contact Centre experience in sales and customer experience; preferably in Insurance and / or the Pet Industry

KEY RELATIONSHIPS

Internal

Accounts Executives -

- Ad-hoc support in providing updates of Group data and dealing with general queries.

External

Veterinary Groups

- Ad-hoc support Veterinary Groups with general queries.