

## We're looking for a

Customer Response Executive

## Who we are

Our impressive growth and dynamic web culture has ensured that we are now the UK's largest and fastest growing online commercial insurance broker with offices in London and Northampton. We specialise in the brokerage and price comparison of insurance policies for small businesses to household names and everything in between. We currently insure over 220,000 SMEs and landlords.

The insurance industry has traditionally been behind the curve in a technological sense, but we're bucking that trend by investing heavily in the development of usable, elegant and technologically-advanced web products to help our customers (UK start-ups and small businesses) grow their business.

Far from fulfilling a musty insurance stereotype, we've created a colourful, collaborative working environment. In our head office in central London, you will find a casual dress code, flexible working hours, and an open-plan office where our CEO works right beside everyone else. You will also find cross-departmental teams working on exciting projects, releasing new products quickly to disrupt and revolutionise the traditional insurance marketplace.

Unlike other companies you will not be a tiny cog in a corporate machine, but a key part of the business and instrumental in its growth. Because we believe that people work more productively and imaginatively when they are free from rigid hierarchy and structures, we keep our start-up roots and entrepreneurialism at our heart. We aim give our people the freedom and support to pursue what really motivates and excites them.

## What you'll be doing

- Handling high volumes of calls and correspondence relating to all customer service queries. To gain a full understanding of the customer's requirements and to ensure accuracy of revised documentation prior to issue.
- To be fully conversant with all aspects of the role including problem solving, renewing, taking on new business policies and mid term adjustments with sound insurance knowledge, seeking guidance when required.
- Proactively ensuring all information and payment details are collected from customers and contacting them prior to cancellation to establish reasons and suggest alternatives to cancellation to ensure business retention. To be efficient at handling front line claims information and direction.
- Assisting in performing any allocated administration duties along with any ad hoc tasks to ensure that the Department runs smoothly in all areas and without interruption. Providing cover to other areas of the business as requested by the Head of Customer Response.
- Displaying a good manner and professionalism with both colleagues and external contacts. Promoting positive feedback with regards to products and services.
- Being fully involved in understanding the workloads within the Department actively ensuring they are managed efficiently
- Recognising situations that may fall outside the team's guidelines and liaising with the Head of Customer Response and Training Department to identify the best solutions.

### Skills we need

- A proven track record of delivering to Customer Service targets.
- Experience of working in the insurance industry.
- Excellent computer literacy and accuracy, attention to detail
- Excellent telephone manner and skills
- Proven successful background in a service / contact centre environment
- Good organisational skills
- Self-motivated and able to work on their own initiative
- Able to work in a team environment
- Target-driven approach
- Good understanding of the needs for confidentiality and compliance with FSA regulations and guidelines.

### Skills we'd like

- Current experience of working in a telephone Customer Service environment
- You will need to have an interest in working within the financial sector and be a well motivated, passionate and energetic individual with the drive to deliver outstanding customer service taking full responsibility for your customers needs.

### What we can offer

- Excellent Salary and discretionary Bonus.
- Flexible Benefits package including: private healthcare, pension, dental insurance, life insurance, gym membership, Childcare vouchers, subsidised parking / public transport.

### Where we are

Northampton Town Centre