

This is an amazing opportunity to join a global organisation and a team of more than 400 professionals across our offices in Ireland taking care of over 250,000 customers helping them spend more time doing the things they love. We deliver this by placing individual care at the centre of what we do, with immediacy and efficiency.

We offer the opportunity to work in a **positive, supportive, and competitive environment**. This could be the start of a **promising and rewarding** career for a company who promotes a **positive work-life balance and provides excellent rewards and benefits**.

<b>Job Title</b>	Call Centre Agent/Broker Agent
<b>Division</b>	Operations
<b>Reports to</b>	Assistant Manager
<b>Location</b>	Enniskillen



### Job mission

To provide a high quality of service to both new and existing clients in Private Motor, Household, and Commercial Vehicle insurance products. This can be to either direct customers or Brokers.

### Key Tasks & Responsibilities

- As the first point of contact for the company, build a rapport with the customer / Broker to create a lasting impression whilst considering their needs. Ensure they are fully informed on all policy benefits and proactively take steps to ensure we retain their business and to secure new business.
- Support Brokers by responding efficiently and professionally to email or webchat queries.
- Adhere to procedures in place, meet department KPI's and follow all script questions with accurate data entry whilst maintaining good attention to detail and excellent customer service.
- Help and assist with offline activity (i.e.) coaching new team members, actioning workbasket items or reports.
- Work with your manager to identify and act upon development needs and proactively engage in career planning.
- Identify opportunities to improve work processes and outcomes, and actively participate in improvement initiatives.
- Identify risk within your department if it arises and escalate accordingly.
- Promote cross selling and up sell ancillary products and promote incentives.
- Work collaboratively as part of a team and input suggestions on how to enhance the service the company provides.
- Deal with all customer / Broker queries, take ownership of calls for first call resolution. Deal with any anomalies on policies that you come across even if they are not related to the current query.
- Escalate any issues or concerns which customers / Brokers may raise, putting forward suggestions and providing feedback.
- Promote the RedClick ethos for excellent customer service.
- Participate in self-development training and in house training when required and to have a strong understanding of underwriting guides, processes and procedures.
- Actively participate in team meetings escalating any issues or concerns, putting forward suggestions and providing feedback.
- Treat all customers fairly and comply with the data protection policy and all applicable company policies.
- Be committed to promote equality of opportunity in line with the company Equal Opportunity Policy.
- Ad hoc tasks and projects as required.

## **Qualifications**

- 5 GCSEs or equivalent in Leaving Cert including Grade C or above in English and Maths.

## **Knowledge & Experience**

- Previous experience in sales, service, insurance or contact centre or similar environment.
- Negotiation experience with a proven ability to persuade.
- Minimum Competency Qualified (desirable).

## **Competencies**

- Excellent written and oral communication skills.
- Self-motivated, persuasive and self-confident.
- Excellent telephone skills – ability to build rapport with a customer over the phone.
- Excellent listening skills.
- Excellent computer and system skills.
- Be flexible, highly organised, able to prioritise, multi-task and process information with high levels of accuracy.

**RedClick is an Equal Opportunity Employer**