

Job Title: Customer Service Representative

Location: Athlone

Reporting To: Customer Service Team Leader

Role: To be responsible for dealing with customer requests and queries with regard to amendments to Home and Car insurance policies.

Key Areas of Responsibility:

- To handle both inbound and outbound calls for customers within an agreed timeframe and service level.
- Process amendments for clients for both Home and Car and adhere to Underwriting and Compliance criteria and company policies and procedures.
- Handle inbound Arrears & Collections queries throughout the day.
- Administer post, email and issue documentation on a daily basis and ensure replies are issued to customers accurately and in a professional manner.
- Achieve all targets set out for the department on a daily and monthly basis.
- Liaise directly with customers and other internal departments to resolve any outstanding issues regarding queries and documentation and escalate as appropriate to ensure problems solved within an agreed timescale.
- Work on a roster basis to include Saturdays and assist with other projects/departments as required.
- Responsible for continuous improvements to existing processes and procedures; identify re-occurring issues/queries with the aim to resolve permanently through training, communication and problem solving skills.

PERSONAL SPECIFICATION

Essential Requirements

- Leaving Certificate or equivalent
- Competent in Microsoft Word and Outlook.
- Ability to work on your own and as part of a team.
- Ability to ensure that excellent Customer Service standards are maintained at all times.
- Time Management and attention to detail.
- Ability to meet tight deadlines and react to situations quickly, efficiently and professionally.
- Strong communication and interpersonal skills with excellent written and spoken English.
- Execution and “can do” attitude.
- A willingness to undertake Insurance exams.

Desirable Requirements

- Conscientious & professional.
- Proven track record working within the Financial Services industry.