

Job Title: Sales/Renewals Team Leader

Location: Athlone/Hybrid option

Reporting To: Sales Manager

Role: The role will be responsible for providing front-line, first level supervision and leadership to sales and renewals staff with the goal of departmental KPIs.

Key Areas of Responsibility:

- Work with your team to deliver excellent customer experience whilst working towards and aiming to exceed departmental KPIs.
- Monitor and manage service levels ensuring targets are met and abandon rates are kept to a minimum. Manage rosters & annual leave within the area ensuring there is enough cover to deal with service levels.
- Adhere to performance management protocols relating to individual performance versus targets, a high level of call and transaction quality along with adherence to timekeeping, attendance & rotas.
- Co-ordinate outbound activities and prioritise campaigns when required to assist in achieving targets.
- Ensure FLOD requirements for the department are met minimising risk for the customer and business.
- Own the co-ordination of Data Breach investigations and documentation completion for Compliance to report to the DPO.
- Effective handling of Customer complaints into the department – investigations completed, root cause analysis and satisfactory outcome.
- Performance manage team members to ensure that each staff member is delivering to their potential. Hold daily catch-ups, structured weekly team meetings and monthly one to one meetings with each team member to ensure each employee development plan is being progressed.
- Evaluate employee key performance indicators and identify training needs and development opportunities.
- Support the Business in positively communicating change throughout the teams.
- Apply a pro-active approach, boost morale and positivity across the department – Lead by example at all times. Clear and honest communications at all times adopting an open door policy.
- Facilitate training, coaching etc for seamless integration of new staff.
- Drive the importance of coaching and supporting agents through various points in the call.
- Assist with developing and implementing high engagement incentive programmes with sales and renewals team – maintaining a freshness and interest.
- Actively participate in meetings with Sales Management Team/Managing Director.
- Recommend changes to policies, procedures and areas for improved efficiencies.

PERSONAL SPECIFICATION

Essential Requirements

- Leaving Certificate or equivalent
- Accredited Product Advisor (APA) in Personal and Commercial Insurance
- Proven track record in working within a coaching/mentor role.
- Experience in an Insurance Call Centre environment.
- Flexible, execution and “can do” attitude
- Time Management and Attention to detail
- Ability to meet tight deadlines and react to crisis situations quickly, efficiently and professionally

Desirable Requirements

- Qualified Financial Advisor (QFA)
- Project management skills.
- Supervisory experience.

Interested parties should send a CV and Cover Letter to careers@anpostinsurance.ie.