

Role Description

Role Title: Advice Centre Expert
Department: Advice Centre (Operations)
Reports to: Advice Centre Manager

Role Summary

As an Advice Centre Expert you are responsible for interacting with our customers and assisting them with their insurance needs. You will interact through various channels, which includes distribution of products via the direct website and via price comparison websites, as well as over the phone. You will provide our customers with a non-advised level of regulated service, and deal with complex situations which customers may face regarding their traditional and sharing economy needs.

Key Tasks / Responsibilities

- Interacting with our customers through several media channels
- Building and maintaining business relationships with customers and external clients
- Discussing and assessing customers' current and future insurance needs
- Researching insurance policies and products
- Being an expert on Pikl's insurance products and offering them to customers
- Arranging insurance cover for customers with the insurance provider and collecting insurance premiums
- Renewing or amending existing policies for customers
- Keeping detailed computer records and undertaking general administrative duties

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Advice Centre Expert



- Continually developing knowledge of the Insurance Market and keeping up to date with the latest developments
- Providing innovative solutions for continuous business improvement and efficiencies within the business
- Training and supporting new or more inexperienced members of the team
- Producing business reports on Advice Centre performance
- Supporting marketing services, and social media to attract new customers
- Being an Ambassador for our brand

About you

- You will have previous experience of working in a customer facing role
- A strong team player who can also manage their own time
- Experience of handling customers both on the phone and online
- Ability to 'think on your feet'
- Experience of working within a busy environment
- First-rate communication skills
- Excellent attention to detail
- An intuitive problem solver
- Flexibility and the ability to cope with rapid change
- Initiative, drive and enthusiasm
- Experience within the Insurance industry in either a sale, customer service or claims role, preferably in Home Insurance (Desirable not essential)
- Experience of working in an FCA regulated role, which involves strict rules around the sale and servicing of insurance products (Desirable not essential)

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