

Customer Service Advisor

Job Description

Role:	Deal with customer service enquiries and helping convert new customers and retain existing once.
Location:	Redhill, Surrey
Brand:	Yellow Jersey – Insurance for Cycling YellowJersey
Reporting to:	Customer Services Manager
Contract type:	Permanent
Hours:	Full time (Monday to Friday – 8.55 am to 5.30 pm)

The Role

You will be taking and making client calls, answering emails and dealing with queries relating to customer policies. There is a requirement to process a range of administration tasks and liaise with the broader business.

We're looking for more great characters—good communicators and listeners who enjoy talking to people and taking pride in their work. Previous customer service experience is desirable, and an interest in cycling is a bonus.

Essential Skills:

- Ability to empathise.
- Display patience, politeness and maintain professionalism within a sometimes pressured environment.
- Excellent oral and written communication skills.
- Ability to multi-task and prioritise
- Ability to communicate with both customers and colleagues at all levels of seniority and liaise effectively with other internal departments and external insurers.
- Confidence to deal with difficult situations and to know when appropriate to seek guidance from Team Leader.
- Excellent team working skills and ability to work with minimal supervision.
- A proven desire to update product knowledge and skill set when required.
- Numerate and able to understand and process information quickly
- Literate with the ability to tailor communication suitable for the appropriate audience.
- High level of attention to detail.

Main Duties and Responsibilities

- Assist customers with technical questions and product information via incoming emails and telephone.
- Assist customers with outstanding quotes, follow up key quotes to improve conversion.
- Contact customers to remind them their policy is due for renewal and aid retention.
- Be on the front line to answer incoming calls and emails, dealing with these through to a successful outcome.
- Provide an efficient and effective service to customers, understanding their needs and requirements and working to exceed these wherever possible.
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working.
- Maintain accurate records and computer files
- Keep admin tasks up to date within the agreed service levels
- Assist other teams with administrative support
- Handle and solve necessary account enquiries
- Carry out any other duties within the scope, spirit and purpose of the job as requested by your manager

About us

The Plan Group Ltd is a family-owned, independent insurance intermediary delivering high-quality cover from market-leading insurers in niche commercial and personal lines insurance. We are listed in the UK's top 100 brokers, employ over 100 staff and write more than £25m Gross Written Premium. The business is built on long-term staff, customer and insurer relations. We pride ourselves on product and IT innovations to help drive growth.

Yellow Jersey is our innovative, #insurtech start-up, launched in 2014 to meet the insurance needs of cyclists and cycling related businesses. Despite its young age, Yellow Jersey is firmly established as a go-to brand in these fast-growing markets. Cyclists want to maximise the time spent on their bikes. The team passionately deliver on the brand promise, "Free Your Ride." They do so by making cycle insurance as easy and stress-free as possible.

Plan Insurance Brokers is an independent, market leading commercial insurance brokerage. We arrange high quality cover and provide intelligent insurance solutions to UK businesses and have done so for nearly 30 years. We are a friendly company, offering real career progression and outstanding training and mentoring through our in-house dedicated team. A large number of our team leaders and managers have been with us for a long time, having started perhaps handling calls or as apprentices and flourished with the business.

Pedal Cover The UK's first specialist Home insurance policy dedicated to cyclists. Pedal Cover combine home and bicycle insurance under one policy to save customers money. As a team of passionate roadies, mountain bikers and triathletes, Pedal Cover assist customers to get the most out of their sport by providing complete peace of mind.