

Commercial Account Handler

Job Description

Role:	The role is suited to a strong team player who is a confident and capable communicator at all levels. You will be dealing with your own book of commercial clients from administration and mid-term adjustments to renewals.
Location:	Redhill, Surrey
Brand:	Plan Insurance Brokers 
Reporting to:	Commercial Team Leader

Essential Skills:

- Excellent planning and organisational skills.
- Good attention to detail.
- Favourable team working skills and ability to work with minimal supervision.
- Proven desire to update knowledge and skill set when required.
- Written and spoken communication skills that allow you to inform and advise others clearly.
- Good problem solving and negotiation skills.
- A strong work ethic and a professional approach to all aspects of business internally & externally.

Main Duties and Responsibilities:

- Candidates will need to have at least 4/5 years' experience in a similar role within a commercial insurance broker.
- Achieve all individual sales KPI targets set by the company, whilst managing customer and team expectations.
- Build and maintain effective relationships with underwriters.
- Provide point of contact for customer enquiries, dealing with these through to a successful outcome.
- Question existing customers effectively to ensure renewal premium is based on correct information.
- Identify further selling opportunities (including up selling) and be able to close renewals effectively.
- Overcome objections to maximise sales opportunities.
- Explain the features and benefits of policies to clients.
- Deliver customer service in line with 'best practice' and ensure compliance to relevant policies.
- To provide an efficient and effective service to customers, understanding their needs and requirements and working to exceed these wherever possible.
- Accurately process new business and renewal documentation and send to clients in an effective and timely manner.
- Effectively deal with incoming post and email enquiries
- Maintain accurate records and computer files.
- Demonstrate a positive, enthusiastic, committed and flexible attitude towards other team members, recognising the importance and benefits of effective team working.
- Attend team and staff meetings as and when required.
- Carry out any other duties within the scope, spirit and purpose of the job as requested by your manager/team leader.