



Job Description: Sales Advisor

Job Purpose

Acts as a liaison between customer and insurer, expertly selling Just Travel Cover Product(s) to meet their demands and needs.

Provides first-class service by answering any questions the customer might have about our General Insurance and related products.

Reporting Structure

- Managing Director
- Call Centre Manager
- Sales & Service Advisor
- Sales Advisor

Primary Responsibilities

1. Ensuring all calls are dealt with in line with Service Level Agreements
2. Demonstrates advanced sales and product knowledge
3. Provide quality customer service, including interacting with customers, answering customer enquiries and effectively identifying customer complaints
4. Understand how to make products appeal to consumers based on the environment and current trends
5. Assists other sales advisors on how to make sales to potential consumers
6. Participate in team meetings to ensure adherence to best practices and continuing expectations
7. Develop and adheres to own personal objectives and targets within agreed timescales
8. Undertake additional tasks as directed by the Call Centre Manager
9. Adhering to Company Policies and Procedures ensuring compliance and competence
10. Adhere and support to any requirements in relation to audit requests
11. The job holder must accept and partake in priority training necessary to ensure they have full awareness of FCA rules in relation to all aspects of the role

Skills & Experience

- Proven Sales record with strong objection handling skills with a minimum of 2 years Industry Experience
- Strong Oral Communication Skills with an excellent telephone manner
- Self- motivated and pro-active to achieve targets
- Team Player
- Results orientated

Qualifications (* required / essential)

IF1 Certificate in Insurance desired but not essential

Salary

£18,500 - £19,000 per annum plus Monthly Performance Based Sales Bonus