

Job Description

Job Title: Insurance Sales Consultant

Reports to: Senior Insurance Business Development Manager

Role Purpose:

Quoting and completing insurance sales for tenants moving into new rented accommodation by contacting successful tenants to quote and set up their insurance prior to their move into a new rental property.

Duties & Responsibilities:

- Make outbound calls to new tenants, introducing the specialised tenant insurance and making a sale, looking to always beat the targets given.
- Email prospective customers with information regarding Tenant Insurance from pre-qualified data.
- Take inbound calls from tenants who wish to purchase insurance, provide them a quotation and breakdown of the benefits.
- Input quotations onto the insurance platform
- Maintain a high level of compliance and product knowledge whilst delivering excellent customer service.
- Call out to pipeline business to quote the tenant for insurance in their new home.
- Obtain credit/debit card and bank details required to process payments.
- Issue policy documentation to customers and Letting Agents
- Issue and explain policy terms and conditions to customers.
- Handle queries in relation to policy wording and the product's benefits and features.
- Manage your work diary and actively call customers who have requested a callback.
- Keep up to date policy notes and record sales correctly
- Identify letting agents that may need help with maximising on the uptake of insurance
- Build excellent working relationships with letting agent customers and aim to gain successful feedback from tenants at the end of each call.
- Carry out any other tasks that may be required of you from your line manager

Person Specification

Attitude & Behaviour:

- A real zest for life, enthusiasm, professionalism and a positive "can do" attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player

- Flexible during busy periods
- Target driven and money motivated

Knowledge, Skills & Experience:

- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships