

## **Job Description**

**Job Title:** Insurance Sales Consultant.

**Reports to:** Insurance Sales Manager

### **Role Purpose:**

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

### **Duties & Responsibilities:**

- Making outbound calls to new tenants, introducing the specialized tenant insurance and making a sale.
- Emailing prospective customers information regarding Tenant Insurance from Pre-qualified data.
- Taking inbound calls from tenants who wish to purchase insurance, provide them a quotation breakdown of the benefits.
- Inputting quotations onto the insurance platform
- Maintaining a high level of compliance and product knowledge whilst delivering excellent customer service.
- Pro-actively calling out to pipeline business to set up the tenant insurance.
- Obtaining credit/debit card and bank details required to process payments.
- Contacting letting agent partners who mandate insurance to advise them if tenants decline our quotations
- Issuing policy documentation to customers and Letting Agents
- Issuing and explaining policy terms and conditions to customers.
- Handling queries in relation to policy wording and the products benefits and features.
- Managing your work diary and actively call customers who have requested a callback.
- Keeping up to date policy notes and recording sales correctly
- Identifying letting agents that may need a face to face visit
- 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

**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