

JOB DESCRIPTION

Travel Insurance Sales Agent

The job at a glance:

Avanti is a modern company with traditional values. Trust, respect, openness and dependability make up what we call the Avanti spirit. This spirit determines the behaviours we expect from all employees and guides the way we do business. Our success depends on it.

When customers call about their travel insurance requirements, your role is to advise them of all relevant products to help them select the policy that meets/exceeds their specific requirements.

It's a sales role with a difference. It isn't about being aggressive or pushy - it's about making sure every customer finds their perfect fit, whilst adhering to the concept of Treating Customers Fairly (TCF).

TCF is an ongoing process, whereby each and every employee has a responsibility to ensure that our customers have confidence in our ability to treat them fairly.

Your responsibilities:

- To consistently achieve/exceed individual and team KPIs (quality of calls etc.) and targets (performance and financial).
- To respond quickly and professionally to all incoming sales enquiries, listening carefully to client needs and using your product knowledge to correctly select the right policy to meet customer requirements. All questions must be dealt with in a positive and professional manner, using appropriate product knowledge.
- To provide an excellent customer experience by maintaining a high level of service at all times. This includes pro-actively returning/following up customer calls regarding new/renewed policies - and ensuring you have all the relevant information to hand in order for them to make a decision.
- To accurately complete medical screening of clients for travel insurance quotes using IT systems.
- To accurately complete administrative work/documentation as and when required. This includes inputting and maintaining customer records with accurate, high quality policy information in order to keep an up-to-date knowledge of customer activity. All conversations and transactions must be clearly documented, but customer confidentiality must be maintained at all times.

- To attend, prepare for and participate in one-to-one/team meetings that will review/guide performance (including appraisals), share ideas and initiatives, communicate objectives and agree sales plans/focus.
- To attend internal/external training sessions as appropriate in order to increase skill set. Plus be responsible for continually updating your own product, market and competitor knowledge as well as sharing best practice skills with colleagues.
- To recognise the importance and benefits of effective team working, assisting colleagues and providing cover as and when required. This also includes respecting and motivating your colleagues in other departments who are responsible for supporting your activity - plus maintaining effective communication links with other departments, teams and individuals across the business.
- To undertake special projects and tasks as and when required.

Skills & Knowledge:

- You will have excellent communication skills which allow you to quickly build rapport with customers. You will need to be persuasive, tenacious and determined.
- You will have time management skills that allow you to prioritise your workload and manage your own time effectively, particularly when working to tight deadlines. Plus you must be able to resolve problems quickly and efficiently.
- You will be a self-motivated, reliable team player who is able to cope in a fast-paced, results-driven environment. Plus you will have the ability to work on your own initiative and offer/implement new ideas.
- You will have the ability to keep calm and focused under pressure, coupled with the skill to juggle several different tasks at the same time.
- You will be able to work with minimal supervision and have the confidence to deal with difficult situations and to know when it is appropriate to seek guidance from a manager.
- You will take great care with attention to detail by producing work that is accurate, orderly and completed on time.
- You will have good administrative and computer skills.