



Boughton Leigh House  
Brownsover Road  
RUGBY  
CV21 1AW

## **Customer Services Advisor**

### **About : The Company**

CIA Insurance is an independent insurance intermediary who has established an exceptional reputation based on 20+ years of experience. We pride ourselves on delivering an unrivalled service to our customers thanks to the dedication of our experienced and knowledgeable staff. CIA Insurance currently services customers throughout the UK on a range of insurance policies and is now considered one of the top Landlord Insurance Brokers in the UK.

### **About: The Role**

The Customer Services department serves as the first point of call for all of our clients queries, therefore it is vital that a successful candidate has an excellent telephone manner and the ability to build a rapport with the customer. A successful candidate will be able to take their own initiative, manage their workload ensuring they provide a first class service. As representatives of CIA Insurance, a customer service advisor must act with professionalism and put the clients needs first. Additionally, the advisor will be liaising with our insurers to ensure that the client is provided with the correct details in a timely manner.

If successful, as a Customer Services advisor, you will be reporting to the Customer Services Manager and Assistant Manager. The management team at CIA Insurance pride themselves at being present and available at all times, encouraging everyone to ask questions when they are not sure and to achieve their targets and goals.

Your day-to-day will include:

- Answering inbound calls and redirect if necessary
- Answering client and insurer emails
- Use an in-house computer system to administer insurance policies- update diary system to amend chases for documentation and payments
- Resolve customer queries and complaints to a high standard
- Liaise with insurance companies
- Quote mid-term adjustments for insurance policies and issue relevant documentation

### **Skills Needed**

- Computer Literacy is essential
- Highly organised
- Excellent team player and the ability to work individually
- Able to build rapport with the customer
- Excellent telephone manner
- Stay calm under pressure
- The ability to use your own initiative

Sales: 01788 818 670  
Renewals: 01788 818 781  
Customer Services: 01788 818 600  
Commercial Sales: 01788 818 733  
[info@cia-insurance.co.uk](mailto:info@cia-insurance.co.uk)  
[www.cia-insurance.co.uk](http://www.cia-insurance.co.uk)



### **About : Training/ Experience**

Previous experience is not necessary, however the ideal candidate will be able to demonstrate methodical and accurate work. All training is provided from day one, all you need is a confident and professional telephone manner and show computer literacy. A Level qualifications preferred.

Boughton Leigh House  
Brownsover Road  
RUGBY  
CV21 1AW

### **Location**

Boughton Leigh House, Brownsover Road, Rugby, Warwickshire, CV21 1AW

### **Hours**

Monday – Friday                      9:00am – 6:00pm

### **Salary**

£21,763.60