

Let Property Sales Advisor (Renewals)

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 renewals sales department the largest within the company with 20+ members of staff. It is a fast pace, busy environment focussing on a highly competitive area of Landlord Insurance. Our renewals advisors are responsible for providing a professional and approachable service for our clients to come back to year after year.

As each client has already had at least one policy with ourselves, renewals is not about being 'pushy', its about making sure the customer finds the perfect fit for their needs and feel confident to insure their properties with us for another year. The product that we offer is one of the best on the market for the lowest price, and we guarantee that we cannot be beaten on a like for like quote. Therefore, as long as you build the rapport with the client, the policy sells itself.

If successful, as a Renewals Sales Advisor, you will be reporting to the Renewals Department Assistant Manager and Renewals Department 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:

- Renewing Landlord Insurance policies and additional products
- Selecting the appropriate policy for the customer, based on their needs from our panel of insurers
- Use of personal diary to ensure call backs are made promptly
- Using a bespoke database (SSP) and CRM to select the appropriate policy for the customer
- Arranging payment either on the phone, via bacs, or direct debit

Skills Needed

- A high level of personal organisation
- Self motivation to achieve and exceed monthly targets
- An ability to work in a high energy, fast-paced environment
- Exceptional telephone manner and confident communication style
- Computer literacy
- Excellent timekeeping
- Ability to follow a call script

Sales: 01788 818 670
Renewals: 01788 818 781
Customer Services: 01788 818 600
Commercial Sales: 01788 818 733
info@cia-insurance.co.uk
www.cia-insurance.co.uk

- Able to work alone and as part of a team

About : Training/ Experience

As an entry level role, we do not require any specific sales experience within an insurance or office sector. Preferably you will have experience dealing with customers and will feel comfortable speaking on the phone. All training is provided from day one, all you need is confidence and a desire to learn. Additionally, as CIA is regulated by the Financial Conduct Authority, we have the responsibility to ensure our advisors are competent before we 'throw them into the deep end', therefore full script and product training will be provided.

Bonus Scheme

Within the Sales Department, all staff have the ability to be entered into the bonus scheme. In order to qualify, you will be required to complete a minimum of 2.5 hours overtime each week. This will then give you the opportunity to earn uncapped commission based on your sales each month.

Location

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

Hours

Early shift	09:00am to 6:00pm	2 days each week	Between Monday - Thursday
Late shift	10:00am to 7:00pm	2 days each week	Between Monday – Thursday
Fridays alternate each week either Early or Late Shift			

2.5 hours a week overtime in order to qualify for the sales bonus scheme

Salary

Starting salary of £22,500.00 + bonus (OTE between £25000 - £27000 pa)