

Motorcycle and Household Insurance Sales 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 including Commercial, Motorcycle, Household and is now considered one of the top Landlord Insurance Brokers in the UK.

About: The Role

The Motorcycle and Household (MC&HHI) sales department is a vibrant and fast paced environment, giving our staff the opportunity to develop themselves into the best they can be. They are the first point of contact for our customers and are at the forefront of everything that we do. As an experienced broker for MC &HHI insurance you will be working with longterm existing clients and new business clients, within a highly motivated team of friendly advisors.

You will be responsible for following up on on-line quotes, taking inbound and making outbound calls and providing excellent service and advice to ensure that each client's needs are individually catered for.

Motorcycle and Household sales is not about being 'pushy', its about making sure the customer finds the perfect fit for their needs using your wealth of knowledge. You will be providing a high level of customer service to our clients, ensuring that you can fulfil their requirements. As you will be working within a highly competitive market, you will need to ensure that the customer service and experience that the client receives is second to none in order to secure the sale of the policy and make sure the client leaves happy. Therefore, you will need an enthusiastic and confident personality allied to a polite telephone manner with the ability to establish a connection with the client quickly.

If successful, as a Sales Advisor, you will be reporting to the Motorcycle and Household Sales 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:

- Following up on Internet Leads/Quotes by telephone (so no cold calling! Every client has expressed an interest)
- Use of personal diary to ensure call backs are made promptly
- Using a bespoke database (SSP) and Excel Spreadsheet to select the appropriate policy for the customer
- Arranging payment either on the phone, via bacs, or direct debit
- Referring policy details and premiums to insurers over the phone and email

Skills Needed

- A high level of personal organisation
- An ability to work in a high energy, fast-paced environment
- Exceptional telephone manner and confident communication style
- Computer literacy
- Ability to follow a call script
- Excellent timekeeping
- Highly Motivated
- Able to work alone and as part of a team
- Patience and calmness under pressure

About : Training/ Experience

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	09:00am to 6:00pm		

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

Salary

Starting salary of £21,673.60 + Bonus (OTE Between £21500 - £23000 pa)



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