



Boughton Leigh House  
Brownsover Road  
RUGBY  
CV21 1AW

## **Outbound 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 outbound team cover an essential role within our clients policy lifecycle. In many cases, a member of the Outbound team is the first person the client will have contact with, therefore they have the responsibility to represent the company in a positive and confident manner from the get go. You will need an enthusiastic and confident personality together with a polite telephone manner and the ability to establish a connection with the client quickly.

If successful, you will be within a team of 10, reporting to both the Outbound Manager and the Sales Managers. 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:

- Contacting clients who have expressed an interest on our website / due for renewal / historical clients who insured elsewhere last year
- Offering a one to one service to assist our clients needs
- Arranging follow up calls
- Leaving Voicemails
- Use of personal diary to ensure call backs are made promptly
- Using a bespoke Database (SSP) and CRM system
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### **Skills Needed**

- Patience and calmness under pressure
- High level of organisation
- Exceptional telephone manner
- Computer literacy
- Ability to work alone and as part of a team
- 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](mailto:info@cia-insurance.co.uk)  
[www.cia-insurance.co.uk](http://www.cia-insurance.co.uk)



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

The role would suit someone looking to begin a career within an office, therefore previous experience is not necessary. All training is provided from day one, all you need is a confident telephone manner and the ability to speak to clients.

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### **Location**

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

### **Hours**

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

### **Salary**

£21,673.60