

## **Dynamic Insurance Customer Service and Renewal Advisor - Glasgow**

Do you have a passion for customer service accompanied with an excellent approachable telephone manner with the ability to listen to a customer's needs? If so, you could be the person for us.

As an Insurance Customer Service & Renewal advisor for Patons Insurance, you will be first point of contact for our customers.

### **What you will do**

- Make our customers feel special as you answer their queries and understand their insurance needs
- Expertly guide customers through our policies and keep their records up-to-date
- Make various changes to policies to ensure insurance cover is effective
- Take inbound calls and make outbound calls to existing customers in order to service their needs
- Deal with all associated paperwork in an organised and methodical manner
- Keep your product and industry knowledge relevant
- Adhere to FCA rules and guidelines

### **What you need to bring:**

- A friendly, approachable manner that callers can feel as soon as you answer the phone to them
- Ability to listen to the requirements of our clients and identify their needs
- The ability to negotiate and handle sensitive issues
- An organised approach to your work and the ability to prioritise
- IT literacy and the ability to adapt to new systems and processes.
- A real team focus and willingness to work together to achieve shared goals

### **In return we offer:**

- A great basic salary plus monthly bonus plan
- 22 days holiday, accruing a further service day for each year after 2 years continuous service, up to a maximum of 24 days
- Pension plan after probationary period
- A fantastic culture and welcoming environment to work in
- Real career progression

### **Skills and experience**

#### **Required:**

- Previous customer service experience
- Attention to detail
- Excellent telephone manner
- Target driven and motivated

#### **Preferred:**

- 1 year insurance experience preferred but not essential
- Excellent IT skills

This is an excellent opportunity for a highly motivated Customer Service and Renewal advisor to join our expanding team. We are looking to hold interviews immediately with a view to the successful candidate joining our team as soon as possible.

If you are interested in this excellent opportunity, please send your CV to [recruitment@patonsinsurance.co.uk](mailto:recruitment@patonsinsurance.co.uk)