

Who Are We?

We are a growing insurance business and excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using Complete Cover Group should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles:

- A service that offers insurance to suit customer needs
- Consistent and high-quality contact management
- A service driven by customer insight and demand analysis
- A service that is delivered through appropriate delivery channels and efficiently

With significant opportunities available for CCG to grow revenues and profitability over the medium to long term, this is an exciting time to be part of the journey.

Insurance Agent

37.5 Hours per week - This role will include shift work between 8.30am - 8pm Monday to Friday, 9am - 6pm Saturday (weekend working on rotation).

We are looking to recruit on a permanent basis an Insurance Agent with experience.

The successful candidate will have the ability to focus and work towards minimum standards and targets set by the Company. The role holder will be responsible for providing insurance quotations to customers through the means of a great sales conversation, ensuring an approach that has the Customers, Partners and the good of the business is at the heart of everything you do. The role holder will be an ambassador of the Company's Mission, Vision, and Values making sure quality standards and pricing principles are being adhered to at all times.

This role will attract a self-motivated and resilient individual with the ability to operate independently where required, who will also hold a confident telephone manner. You will be a team player who is flexible in order to meet the needs of the business as well as willingness to share information and knowledge with your colleagues.

Essential Requirements:

- Excellent communication skills, both written and oral and the ability to liaise with colleagues at all levels.
- Well organised, methodical, realistic and reliable.
- Team player with ability to flex requirements to meet the needs of the business.
- Can work under pressure
- Has experience of working in a sales environment
- Excellent Customer Service skills

- Has experience of working within a contact centre environment
- Self-motivated and resilient with the ability to operate independently where required.

Please email your completed application to HR@completecovergroup.com