

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.

Operational Finance & Cancellations

37.5 Hours per week - **This role will include shift work between 8.30am – 8pm Monday to Friday, 9am – 5pm Saturday (weekend working on rotation).**

We are looking to recruit an Operational Finance & Cancellation Agent with experience on a permanent basis.

The successful candidate will have the ability to focus and work towards minimum standards and targets set by the Company.

This role holder will be responsible for providing exceptional customer service via varying communication methods including inbound and outbound telephony as well as various other methods. The primary goal is to minimise cancellations and maximise customer retention wherever possible through deploying various skills and knowledge. 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.

Key Skills and Requirements:

- Excellent communication skills, both written and oral and the ability to liaise with colleagues.
- Self-motivated and resilient with the ability to operate independently where required.
- Well organised, realistic and reliable.
- Team player with ability to flex requirements to meet the needs of the business.
- Shares information and knowledge with colleagues.
- Ability to focus and work towards minimum standards and targets set by the Company.
- Experience in a telephony environment is essential.
- Experience of working in a financial environment with excellent customer care capabilities would be advantageous.

- Open GI and CDL experience would be an advantage.

To apply please send a copy of your CV to HR@completecovergroup.com