

Direct Group Limited

Job Description



Job Title: Sales Advisor	Department: Contact Centre
Reporting to: Team Leader	
<p>Overview:</p> <p>Outbound & Inbound calls to customers dealing with the sale & associated administration of motor insurance, home insurance & personal protection insurance products</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • To assist the Team Leader, through the sale of insurances to both new and renewal customers • To enhance the business of the department and Company, providing information, quotations and documentation to a high standard. • Provide timely and expert information to existing customers. • To be responsible for your own quality of output. • To develop personal technical skills required in this role. • To adhere to the department's minimum standards at all times and help others to comply. • To achieve their individual objectives and targets, set by the management of the company. • To develop their own product knowledge and competence levels on all technical issues. • To observe and comply with all legislation applying to the company, its employees and representatives. • To produce accurate information on their own activities within the department and provide this in a suitable format. 	
<p>Skills/Qualities/Experience:</p> <ul style="list-style-type: none"> • Good product knowledge on Motor/Home/PPI Insurance products currently sold and those available in the wider market. • Good communication and interpersonal skills. • Attention to detail and quality. • Anticipating the needs of others • Building an effective team • Team Player motivated and committed to the aims of the business. • React positively to your working environment • Developing and maintaining associations both within the company and externally • Previous experience in a sales driven environment is desirable 	
<p>Qualification Requirements:</p> <ul style="list-style-type: none"> • 7 GCSEs at level C or above (including Maths and English) or • 2 A levels or • Degree or equivalent and / or relevant work experience 	