



Customer Service Consultant

Sureterm Direct Ltd are recruiting for a Customer Service Consultant to work in our rapidly expanding company!

Responsibilities for this role will include but not be limited to the following:

- Making adjustments that have been requested by the client, such as Change of Address, Change of Vehicle, Add Driver, and Increased Mileage.
- Answering any queries that the client may have about their policy.
- Taking claim information from the client, making sure accurate information is taken and advising them if they need to contact our Legal Team or their insurers.
- Dealing with insurers answering any questions or queries they may have regarding our client's policies.
- Ensuring Sureterm's TCF policy is adhered to.
- Contacting clients who have sent in cancellation requests in order to save the business.
- Overcoming any objections that are encountered.

Candidates for this position will need to have:

- A strong technical background within an Insurance environment.
- Customer Service experience however Sales experience would be considered.
- Extreme competence in the use of computers, preferably with Elektra.
- A positive 'can-do' attitude whilst being flexible.

For an informal discussion contact Tom Herron, Recruitment Manager on 01480 423024 or alternatively send your CV along with a covering letter to tom.herron@sureterm.com.