



Account Handler

Role

As an Account Handler within the Landlords Operations team here at Endsleigh, you will be responsible for achieving personal operational targets whilst delivering exceptional customer service to our landlords customers. Insurance Consultants will be responsible for dealing with new business, mid-term adjustments/queries and renewals, delivering an exceptional customer service, which results in customers buying more and staying with us longer.

Some key accountabilities within this role will include:

- Achieve personal operational targets.
- Achieve exceptional customer service by treating the customer fairly, adapting own style to that of the customer.
- Listen to the customer, ensuring that communication with them is clear, fair and not misleading.
- Ensure regulatory disclosures are made at the start of the conversation and that the customer understands what the product will and won't do for them.
- Ensure products are understood in detail including add-ons.
- Follow agreed sales and service processes using provided scripts ensuring all customers receive a fair and valued service.
- Provide their Team Leader with feedback on any trends/issues noticed, ensuring any dissatisfaction expressed by a customer is logged as a complaint.
- Generate ideas and initiatives to improve the service we deliver to our customers and fully embrace Endsleigh behaviours.
- Ensure quality business is written to protect the insurer loss ratios and deliver sustainable, profitable returns for our insurers.

Person

You should demonstrate excellent communication skills and an ability to communicate accordingly to build rapport and develop strong relationships.

A successful candidate will also have;

- Ability to spot and identify opportunities and provide solutions.
- Strong attention to detail
- Excellent customer service skills
- Ambition and drive to excel
- Positivity and enthusiasm

Reward

This is a great opportunity to be part of a transforming business and you will be rewarded by a highly social team culture and competitive salary. We will offer you a fantastic benefits package which includes a defined contribution pension scheme where Endsleigh will contribute 4% of your pensionable salary increasing to 8% at 5 years' service and rising again to 12% in year 10.

You will start with 22 days holiday plus bank holidays, rising to 25 days after 2 years' service. We also offer all colleagues the ability to buy holidays if they wish to as well as giving you your Birthday off.

In addition to this we also offer:

- Annual incentive scheme.
- Life Insurance
- Access to a number of voluntary benefits
- Colleague discounts through Perkbox
- Totum student discount card via the NUS
- The opportunity to buy additional holiday
- Access to excellent facilities onsite including a gym and other sporting facilities.
- The ability to 'locate for your task' to allow flexibility