

TITLE: Internal Job Advert**APPROVED BY: Becky Hand****CLASSIFICATION LEVEL: Internal Only**

Job Title: Customer Service Representative

Location: Athlone

Reporting To: New Business Team Leader

Role: To be responsible for reviewing and processing documentation in relation to new insurance policies.

Key Areas of Responsibility:

- Review and process documents in relation to new insurance and renewal policies.
- Handle inbound and outbound calls to customers who have yet to return documents.
- Respond to customer's emails in relation to outstanding documents.
- Follow up on pending files on a daily basis.
- Review various cancellation reports and follow up accordingly.
- Process Account Reconciliations as required.
- Review various reports on a daily basis to include Out of Sync and Unapplied reports.
- Ensure Compliance Standards are being achieved.
- Adherence to all Company policies and procedures.
- Ensure overall team targets are achieved, to include daily administration processing, monthly cancellations and phone service levels.
- Liaise directly with customers and other internal departments to resolve any outstanding issues regarding queries and documentation and escalate as appropriate.
- Assist other areas of An Post Insurance as required.
- Meet and greet customers in reception with documents for new policies.
- Responsible for continuous improvement to existing processes and procedures: identify re-occurring issues/queries with the aim to resolve permanently through training, communication and problem solving skills.
- Document Scanning –required to organise files for onward delivery to Billpost for scanning for staff in Athlone Office.

PERSONAL SPECIFICATION

Essential Requirements

- Leaving Certificate or Equivalent.
- Competent in Microsoft Word, Excel, Email and general computer skills.
- Ability to work on your own and as part of a team.
- Ability to ensure that excellent Customer Service Standards are maintained at all times.
- Excellent written and spoken English, Time Management and Attention to detail.
- Ability to meet tight deadlines and react to situations quickly, efficiently and professionally.
- Strong Communication and Interpersonal Skills.
- Execution & "Can do" attitude with an excellent organisational skills and ability to multi task.
- A willingness to undertake Insurance Exams.
- Flexibility and willingness to work additional hours during busy periods.

Desirable Requirements

- Conscientious & Professional.
- Proven track record working within the Financial Services industry.
- Fluency in the Irish Language.

Interested parties should forward their CV and a Cover Letter to careers@anpostinsurance.ie