

Job Description

Job Title: Customer Service Representative

Reporting To: Customer Service Team Leader

Location: Aylesbury, Buckinghamshire

The Business:

Agria Pet Insurance Limited administers a range of pet insurance policies including those on behalf of The Kennel Club and other affinity partners, providing peace of mind for owners and the best possible care and protection for their pet.

Job Role:

To respond appropriately to all customer enquiries and ensure that administration and policy servicing is carried out accurately, on time and to the agreed service levels.

Main Responsibilities & Duties:

- Answer all Customer and Claims incoming calls efficiently, professionally and at all times promoting Agria Pet Insurance
- Outbound calling including; retention and renewal, breeders, requesting information for claims and underwriting of new policy applications
- Objection handling including; policy cancellations, premium increases, Claims decisions
- Undertake departmental routine and exception processes, such as claims indexing, under review policies, payment collection and rejections, vaccination vouchers, in line with agreed service levels
- Respond to customer enquiries appropriately, ensuring all documentation is professional and correct
- Deal and attempt to resolve customer complaints
- Record and maintain accurate policyholder information using the in-house computer systems
- Provide and maintain exemplary levels of customer service at all times
- Maintain a thorough working knowledge of all policy terms and conditions
- Maintain good housekeeping at all times
- Ensure all company and departmental policies and procedures are adhered too at all times
- Carrying out additional duties as requested by management to meet business requirements
- Attend training, meetings and company events
- To comply with Health and Safety policies and procedures

N.B: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

Key Skills & Attributes:

- Effective questioning and listening skills.
- Good organisational and interpersonal skills.
- Ability to work under pressure and to tight deadlines.
- Computer literate (MS Office) with keyboard skills.
- Precise comprehension and ability to communicate clearly in both verbal and written form.
- Ability to work to agreed performance targets.
- Ability to work independently and as part of a team.
- Takes ownership by using Initiative and problem solving
- Enthusiastic and with a passion to achieve positive results
- Proactive attitude to learning new things and a fast learner
- Ability to cope well under pressure with determination and perseverance

Desirable Qualifications & Experience:

- Educated to GCSE level or equivalent.
- Strong customer service skills essential.
- Previous experience in a customer facing role desirable.
- Proven track record of meeting agreed performance targets
- Reliable with a sense of responsibility essential.
- Enthusiastic, flexible with the desire to succeed.
- Ability to demonstrate flexibility regarding working hours in order to meet business needs.
- Versatile, with the ability to adapt quickly to the changing needs of a rapidly developing business.
- To have a genuine interest in the health and wellbeing of animals.