

Job Description

Job Title: Customer Service Representative

Reporting To: Customer Service Team Leader

Department: Contact Centre

Location: Aylesbury, Buckinghamshire

The Business:

Agria Pet Insurance is one of the UK's leading specialist pet insurance providers. We only provide insurance for animals, so truly understand and care about our customers and their beloved pets - especially as most of our team are pet parents, and we're all animal-lovers. Our passion for pets means that we are trusted by the Kennel Club and many other significant affinity partners to provide lifetime pet insurance in their names.

Working closely with animal welfare organisations, vets and breeders, gives us deep insight on what's best for pets. And we give back too - including supporting hundreds of animal rescues, protecting for over 80,000 rescued animals, and through donations of over £1m to animal charities.

We are a strong, growing business with a supportive ethos and family feel. We became one of the UK's Best Workplaces™ in 2020, were awarded Most Trusted Pet Insurer in 2021, and are proud to be one of the only carbon neutral pet insurers in the UK.

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

- Be fully conversant and ensure all company and departmental policies, procedures and standards are adhered too at all times.
- Carrying out additional duties as requested by management to meet business requirements
- Attend training, meetings and company events
- Comply with Health and Safety policies and procedures

N.B: This job description is designed to outline a range of main duties and responsibilities 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 major changes in the job role or within 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:

- Excellent and demonstrable knowledge of horses and the equine sector required
- 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