



SALES ADVISOR GUILDFORD

JOB DESCRIPTION

To contribute to the overall achievement of YI's income targets and associated KPI's such as, but not restricted to:

1. Premium Finance penetration
2. Up selling by matching customers demands and needs
3. Generating cross selling opportunities
4. Securing net new growth across the business

ROLE RESPONSIBILITIES

1. Taking inbound sales and customer service calls
2. Obtaining all relevant information from the customer necessary to advise on the most appropriate insurances to meet the demands and needs and if so at what price and terms.
3. Record all customer information on to the system correctly.
4. Following up pending quotations and customer call backs
5. Following up on all outbound dialler actives as directed
6. Strictly adhering to underwriting guidelines. FSA regulations and YI procedures.
7. Case referral to underwriters where outside guidelines.
8. Liaise as appropriate with underwriters in relation to customers.
9. Achievement of all personal KPIs
10. Provide customer feedback on products/pricing/ and competitor activities to line manager and marketing.
11. Promote a positive image of YI to all customers and colleagues
12. Any additional duties as requested by YI management.

COMPETENCIES REQUIRED

Sales Skills	Enthusiastic approach towards selling and target driven personality
Business Awareness	Ideally has knowledge of the UK insurance market, including competitor activity, in order to capitalize on commercial opportunities and offer technical support within the business
Communication	Communicates in a clear and concise manner to aid others' understanding
Customer Focus	Acts proactively to improve customer service and quality management
Self Development	Takes responsibility for own development and shares knowledge and experience with colleagues
Drive & Resilience	Increases energy and effort when circumstances demand to achieve positive results
Influence & Negotiation	Uses a wide range of influencing/negotiating styles, strategies and tactics to achieve the desired business outcomes
Innovation	Generates new ideas and tries out different approaches
Problem Solving	Identifies relevant information and evaluates the issues to make sound decisions in complex or sensitive situations

Teamwork	Encourages teamwork by actively supporting others and promoting the team
Technical Competence	The jobholder understands the scope of products and services available within the business and the wider Group and continues to build their level of knowledge and skill by assessment and self development

Please email a covering letter and CV to Danielle.Sharpe@towergate.co.uk