

# Job Specification



## Commercial Agent

Reporting to: Commercial Manager

### Key Purpose

To provide exceptional service and advice to BCD's Premier clients, both in terms of servicing client needs during their policy term, and actively promoting and selling insurance products at both new business and renewals stage.

### Responsibilities

- Achieve individual objectives and key performance indicators as set and agreed, across new business, renewals and service.
- For existing clients - Provide professional support and advice to clients throughout the life cycle of the policy ensuring high levels of service and client satisfaction. Supporting clients with timely changes to their policies, recognising, promoting and selling new products and assisting clients with renewals.
- For new clients – Actively make and receive new business calls to achieve quote, sale and income targets for the commercial department and grow the number of Premier clients within BCD.
- Adhere to all Company, regulatory and compliance guideline requirements
- Maintain own technical competence
- Support colleagues from all areas of the business as required

### Skills & Behaviours

- Relevant experience with Commercial and/or Fleet Insurance products.
- Demonstrate our values of Fun, Supportive, Professional, working in Partnership and Ambitious
- Confident and capable of building rapport over the telephone to provide an excellent client experience
- Ability to work in a regulated, compliant and client focussed environment
- Organised, resourceful, deadline driven and supportive of the wider team
- Quality orientated with great attention to detail
- IT literate
- Excellent interpersonal skills with ability to communicate well verbally and in the written word, listening, relationship management and communication skills

### Qualifications

- Chartered Insurance Institute Certificate in Insurance (hold/willing to work towards)

