

Job Specification

Client Service Administrator

Reporting to: Head of Boshers

Key Purpose

To provide exceptional administrative assistance to the business in order to maximise client satisfaction, maintain high retention levels and achieve income targets in support of the business strategy.

Responsibilities

- Achieve individual objectives and key performance indicators as set and agreed
- Completion of daily postal and banking duties
- Assist the management team with the daily update of the electronic renewal list log
- Provide a proactive and responsive renewal service using best endeavours to retain clients at renewal
- Invite renewals
- Provide professional support and advice to clients, ensuring high levels of service and client satisfaction throughout the life cycle of their insurance
- Ensure all policy administration is dealt with in a professional and timely manner
- Take payments from clients
- Underwrite scheme policies within underwriting authority level & referral guidelines
- Check, process and issue new policies
- 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

- Demonstrate our values of Fun, Supportive, Professional, working in Partnership and Ambitious
- Ability to work in a regulated, compliant and client focused environment
- Organised, resourceful, deadline driven and supportive of the wider team
- Quality orientated with great attention to detail
- IT literate

Qualifications

- Chartered Insurance Institute Certificate in Insurance