

**ACUMEN INSURANCE SERVICES LIMITED**
**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Customer Service Administrator</b>
<b>Reports to:</b>	<b>Customer Service Manager and Operations Director</b>
<b>Business Unit:</b>	<b>All Brands</b>

Job Purpose:	<p>Acumen Insurance Services Limited operates various online insurance brands including CoverCloud providing insurance cover for a variety of personal lines insurance products.</p> <p>This role primarily provides email, chat and phone live assistance to policyholders and prospective clients for a variety of personal lines insurance products and administrative tasks involved.</p> <p>Product range includes the following: Travel, Gadget, Pet, Cycle, Weddings/Event, Car Breakdown, Home Emergency and Appliance Warranty.</p> <p>This will be a work from home role, working 5 days a week, 8 hours per day with a working pattern of either 8am-4pm or midday-8pm. It will entail weekend work, as one of these 5 days will be either a Saturday or Sunday. With your two days off each week being Friday and Saturday when working Sunday or Sunday and Monday when working Saturday.</p>
Key tasks:	<ul style="list-style-type: none"> <li>• To respond to clients requiring assistance when buying a product, mid-term adjusting, cancelling, payment changes or needing to make a claim.</li> <li>• To reply to live chat, phone and email messages.</li> <li>• Provide administration support and relevant information to all customer enquiries.</li> </ul>
Skills and abilities:	<ul style="list-style-type: none"> <li>• Good communications skills both written and verbal.</li> <li>• The ability to liaise with customers online to answer their questions and via live chat, phone and email.</li> <li>• The ability to provide a high level of customer service.</li> <li>• Good administrative and IT system skills.</li> </ul>
Knowledge and experience required:	<ul style="list-style-type: none"> <li>• Previous knowledge of promoting and servicing insurance products.</li> <li>• Previous experience working online customers, also customers via phone &amp; email.</li> <li>• Proven knowledge and experience of using Outlook and back office systems.</li> <li>• Minimum 2 years experience of personal lines insurance required – on the job training will be provided.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Any other duties requested by senior management to fulfil the Job Purpose</li> <li>• A COMPANY LAPTOP AND HEADPHONE SET WILL BE PROVIDED</li> <li>• Salary dependant on experience £17k to £20k per annum</li> </ul>