


Job Title: Customer Advisor	
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Department	Customer Support
Reporting To	Team Manager – Customer Support

Purpose

As a Customer Advisor at Sovereign Health Care your role is vital to our business. You will deliver an excellent customer experience to our policyholders via telephone and email providing guidance and information on a daily basis. You will take a right first time approach to customer service and enjoy building strong customer relationships

The post holder will:

- Be the first point of contact for our customers by phone and email working within the appropriate SLAs
- Have the skills to ask questions and listen to our customers' needs.
- Deliver a high standard of customer service and display empathy and understanding of customers situations
- Make policy amendments and provide solutions efficiently and professionally
- Take ownership of queries and follow them through to a successful outcome
- Ensure that all interactions are logged accurately and with as much detail as possible
- Liaise with other departments to resolve customer queries
- Follow our internal complaints procedure by working to resolve customer dissatisfaction at first point of contact or send acknowledgement of complaints using a standardised format
- Support prospective customers in setting up new policies over the phone
- Work in line with our cultures and values
- Manage your own personal development, in line with objectives agreed as part of the development and appraisal process
- Take personal responsibility for following established departmental and company procedures, and where identified, communicating to your line manager any ideas for improvements or change
- Adhere to the Financial and Data Protection policies, procedures and controls at all times

You will also be required to carry out any other duties that may reasonably be required of you.

On occasion, be willing to be flexible regarding start and finish times to meet particular foreseen or unforeseen work.

Skills and Experience

- Previous customer service experience over the telephone
- Ability to deliver a consistently positive customer experience
- High level of accuracy and attention to detail
- Strong working knowledge of standard Microsoft office software especially, Microsoft Word, Excel and Outlook
- Excellent communication skills both written and verbal
- Excellent organisational, time management and decision making skills
- A great attitude towards providing an excellent level of customer service
- Adaptable to change and willing to embrace new ideas