

Job Description

Job Title: Telephone Sales Agent

Reporting To: Sales Team Leader

Location: Aylesbury, Buckinghamshire

The Business:

Agria Pet Insurance Limited administers a range of pet insurance policies including those on behalf of The Kennel Club and other affinity partners, providing peace of mind for owners and the best possible care and protection for their pet.

The Job:

To contact our database of new pet owners and gain their continued custom, providing them with peace of mind and the best possible care and protection for their pets.

Main Responsibilities & Duties:

- Dealing with inbound calls from customers to assist and provide quotations and policies for various insurance products
- Making outbound calls to offer insurance quotations to existing customers and other warm leads
- Making accurate, rapid cost calculations and providing customers with quotations
- Ensuring customers are provided with the information they need to make an informed decision and purchase
- Identifying customers' needs, highlighting product features and benefits of policies
- Maintain customer records and take telephone payments in compliance with security protocols.
- Utilising skills gained learnt in training, closing sales using a consultative and confident approach
- Regularly achieving sales, service and productivity targets
- Respond to and follow up sales and/ or service enquiries using appropriate methods of communication
- Ensure existing information held is accurate and up-to-date
- Ensure that you maintain an up-to-date knowledge of our products, processes and industry developments
- Ensure all company and departmental policies and procedures are adhered too at all times
- Carrying out additional duties as requested by management to meet business requirement
- Attend training, meetings and company events

- To comply with Health and Safety policies and procedures

Key Skills and Attributes:

- Effective questioning and listening skills
- Good organisational and interpersonal skills
- Ability to work under pressure and to tight deadlines
- Computer literate (MS Office) with keyboard skills
- Precise comprehension and ability to communicate clearly in both verbal and written form
- Ability to work to agreed performance targets
- Ability to work independently and as part of a team
- Wants to take ownership using own by use Initiative and problem solving
- Have enthusiasm and positive mental attitude
- Be open to learning new things and be a fast learner
- Can cope well under pressure
- Have determination and perseverance
- Have a smart approach to persuasion and negotiation

Desirable Qualifications & Experience:

- Educated to GCSE level or equivalent
- Proven successful background in a sales and customer focused environment
- The ability and determination to consistently over achieve on productivity targets
- A creative, dynamic and smart approach to inbound and outbound sales
- Competent in handling and working through customer objections
- Strong negotiation and persuasion skills
- Versatile, with the ability to adapt quickly to the changing needs of a rapidly developing business
- To have a genuine interest in the health and wellbeing of animals