

Customer Service Executive (Call Centre)

Are you ready to grow your career in Insurance?

Blue Insurance, now officially known as Cover-More Blue Insurance, is an ambitious insurance business developing innovative products and disrupting the insurance landscape in Ireland and the UK.

Originally founded in October 2003, we are an online insurance business providing Travel, Car Hire Excess, Motor Breakdown, Gadget, Pet, and Wedding insurance. Since 2003 we have grown from a niche travel insurance provider into an award-winning company. Our vision is to take the lead in the insurance industry with comprehensive products, quality customer service, competitive rates, and the latest technology.

In October 2018, Blue Insurance officially became part of the Cover-More Group. Cover-More Group is a global specialist and integrated travel insurance and medical assistance provider with operations across five continents. In 2017, Cover-More became part of Zurich Insurance Group emerging as the third largest travel insurance provider in the world.

So, what's the job?

- You'll handle enquiries by phone, email, messaging and provide advice and dealing with enquiries and assisting customers regarding (but not limited to) policy coverage and policy administration
- You'll achieve set KPIs
- You'll handle administrative tasks
- You'll complete mid-term adjustments on policies
- You'll escalate complaints to management if unable to resolve

And what are we looking for?

- You'll have strong written and verbal communication skills – you can communicate with anyone
- You'll have previous customer service or sales experience preferably working in a customer service environment
- You'll have the ability to assess information quickly with attention to detail and ask questions when required
- You'll have a passion for customer service and solving customer problems
- Previous exposure to Insurance or Financial Services would be an advantage but not a requirement
- You'll be flexible with shifts including weekdays and occasional weekends/bank holidays as required

So, why choose us?

We value optimism, caring, togetherness, reliability, and determination.

We have more than 1500 employees worldwide: we're a global group of digital specialists, actuaries, marketers, doctors, nurses, case managers, claims specialists, finance experts and customer service professionals. We share a global mission to look after travellers, at every step of their journey.

Job flexibility. We understand the importance of making sure that work fits into your life, not the other way around. Our hybrid work week policy ensures our employees maintain work-life balance with the flexibility of 3 days in the office and 2 days working from home.

Career growth. We want you to continue to learn, develop and bring your ideas to the table. We want to hear what you think, and we want you to work with the business - not for the business!

Take the time you need, for you and your community. We encourage you to take the time you need, when you need it. We offer regular annual and personal leave benefits along with anniversary leave, volunteer leave and a comprehensive paid parental leave scheme.

Diversity and inclusion. We respect who you are and thoroughly embrace diversity. So whatever walk of life you wander, just be you and come as you are.

We also offer some fantastic benefits including:

- Travel insurance
- Health insurance
- Life Insurance
- Company subsidised pension
- 25 days annual leave
- Short term incentive plan
- Employee reward and recognition scheme
- Flexible working opportunities
- Competitive family and parental leave programme
- Employee Assistance Programme
- Fitness reimbursement scheme
- Volunteering leave
- Online learning and training opportunities
- Professional membership
- Work anniversary leave

Apply today and let's go great places together!

Cover-More Services Limited is regulated by the Central Bank of Ireland and authorised by the Financial Conduct Authority for UK Business.

Internal applications close 7th May 2024

If you are interested in applying for an internal position, please familiarise yourself with the Internal Applications section of the Recruitment Selection and Separation policy. You can find this policy on the People & Culture SharePoint [here](#).