

The logo for Michael Kennedy Insurance Group (MKIG) features the letters 'MKIG' in a large, bold, blue serif font. Above the letters is a dark blue horizontal bar with a thin gold line underneath. Below the letters is a dark blue banner with a gold border containing the text 'Excellence in Insurance for over 50 years' in white.

Excellence in Insurance
for over 50 years

Insurance & Financial Brokers

Innovation House, 3 Feltrim Estate,
Drynam Road, Swords, Co. Dublin, K67 T2Y7
Tel: (01) 890 2277 • Email: info@mkig.ie

www.mkig.ie

About MKIG

Michael Kennedy Insurance Group (MKIG) is one of North County Dublin's leading insurance brokers, with a rich history spanning over 50 years. We take pride in delivering exceptional insurance solutions to a diverse portfolio of corporate and private clients. At MKIG, we believe in providing not just best-in-class insurance products but also expert advice tailored to our clients' needs.

Our success is rooted in our team of dedicated professionals, who thrive in a supportive and collaborative work environment. We are committed to fostering a workplace that values excellence, innovation, and personal development.

About the Role

Position: Personal Lines Insurance Client Services Advisor

Location: North County Dublin

We are seeking an experienced, driven and personable Personal Lines Client Services Advisor to join our client services team. This is a customer-facing role, ideal for someone passionate about building relationships and delivering tailored insurance solutions.

As a Personal Lines Insurance Client Services Advisor, you will play a key role in ensuring our clients receive the highest level of service and expert advice across multiple product lines.

You will handle inbound and outbound calls with existing and prospective clients, focusing on home and motor policy renewals, mid-term adjustments, claim and general policy queries. You will proactively support policyholders throughout the sales journey.

The ideal candidate will be confident, personable, and focused on delivering excellent service with every interaction. This is an exciting opportunity to work in a fast-paced environment where your skills and expertise will be highly valued.

Key Responsibilities

- **Client Engagement:** Engage with clients regarding their home and motor policy renewals, and/or any queries in relation to their policy.
- **Sales & Servicing:** Provide quotations for motor, home, marine, and travel insurance; advise on any mid-term alterations; handle claims queries and ensure timely premium payments.

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- **Target Achievement:** Meet renewal and new business targets, while identifying cross-selling opportunities for other product lines.
- **Portfolio Management:** Take full responsibility for your portfolio, delivering exceptional service and building strong client relationships.
- **Compliance:** Adhere to Central Bank regulations and company policies at all times.
- **Cooperation:** Work closely with internal teams and insurers to deliver efficient, accurate outcomes for clients.

What we are looking for

We are seeking a motivated and client-focused individual with a proven track record in Personal Lines insurance. If you are passionate about delivering outstanding customer service and enjoy working in a collaborative environment, we would love to hear from you.

Skills & Qualities:

- Minimum 2 years' experience in Personal Lines insurance (home/motor focused preferred).
- Strong knowledge of the Irish Personal Lines market.
- Excellent communication skills and a client-centric approach.
- APA Personal, CIP, or Grandfathered and fully CPD compliant.
- Proficiency in Relay/Applied Systems is a distinct advantage.
- Ability to work both independently and as part of a team.
- Well-organised with strong attention to detail and ability to manage deadlines.

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Why Join MKIG?

- **Reputation & Stability:** Be part of a well-established business with over five decades of industry expertise.
- **Professional Growth:** We support ongoing development through CPD and certification pathways.
- **Collaborative Environment:** Work with a dynamic and supportive team that values your contributions.
- **Client-Centric Values:** Join a company committed to delivering top-tier customer service and building lasting client relationships.

What we offer?

- Competitive Salary & bonus structure for meeting targets
- Flexible working hours
- Modern office facilities
- Free parking
- Pension (after successful completion of probation)
- Education support (after successful completion of probation)
- Hybrid working (after successful completion of probation)

How to Apply

If you're ready to take the next step in your career with a leading insurance brokerage, we would love to hear from you. Please send your CV in strictest confidence to:

Ms Niamh Bracken

Email: niamh@mkig.ie

Michael Kennedy Insurance Group is an equal opportunities employer and is regulated by the Central Bank of Ireland.