

Customer Service Agent

The successful candidate will work within the KennCo Insurance customer service department. The role will be dealing directly with customers, answering queries on their policies, renewal queries, mid-term adjustments and any other insurance queries our customers may have. The role provides an opportunity to get experience in the areas of customer service, customer retention and policy administration.

Key Responsibilities:

- Ability to work in all sections of personal lines, including Renewals, Processing mid-term adjustments, after sales customer enquiries
- Building rapport with customers
- Retaining the existing business and working towards renewal retention targets
- Ensuring all data is kept up to date on applied relay systems
- Dealing with all customer requests in an efficient manner
- Providing a high level of customer service
- Ability to process administrative duties with a high level of accuracy and attention to detail

Skills & Knowledge:

- Excellent organisational skills and the ability to prioritise and manage their daily tasks
- Ability to work on own initiative and as part of a team
- Ability to work within a fast-paced environment
- Clear & proficient communication and negotiation skills
- Be motivated and have a positive outlook

Experience & Qualifications:

- Minimum APA qualified

Benefits:

- Performance bonus
- Paid exam fees and study leave
- Insurance product discounts
- Hybrid working
- Sports & Social Club
- Staff can contribute to a PRSA pension plan

Work Location:

- Hybrid between remote working and the office
- Office location: Rathfarnham, Dublin 16, Co. Dublin

To Apply: If you are interested in this position, please forward a copy of your CV and covering letter to the following e-mail address: hr@kennco.ie