



18-R-305 Sales Advisor – Roscommon Sales Office

Job / Role Overview:

The primary function of the Sales Advisor is to deliver sales of Commercial / Agri Business. The role will involve assisting in the overall running of the Sales Office to deliver superior and efficient customer care that produces agreed sales results and enhances the local FBD Brand.

Key Duties / Responsibilities:

Working closely with and reporting to the Branch Manager and Sales Development Co-Ordinator, you will be results focused and your key responsibilities will include:

- Being proactive in achieving individual sales targets including prospecting, up selling and cross selling of Personal Lines/Commercial/Agri business.
- Dealing with customer queries and referring unresolved/technical queries to the relevant personnel.
- Ensuring all systems and procedures as laid down by the Company are complied with.
- Accruing and maintaining comprehensive up-to-date knowledge and information of the Company's commercial product range and compliance requirements and completing relevant industry qualifications and CPD hours as appropriate.
- Working flexibly within the Sales Office and participating in various office tasks including going to the Mart.
- Providing relief to other Sales Offices, as required.
- Developing mutually beneficial working relationships and working closely with the local FBD Life Financial Planning Advisor, to continuously enhance the overall FBD Group service delivery to customers.
- Participating in account management initiatives of Commercial and Agri business.
- Part taking in on-going renewal follow ups/revisions; identifying sales opportunities, cover/rate improvements, as appropriate.
- Assisting customers at the initial notification of claims stage, in line with company procedures.
- Taking responsibility for individual outstanding debit/premium collections.
- Providing dedicated support to the Sales Executive/Branch Manager, as directed.
- Administration of Personal Lines/Commercial/Agri business as required.
- Carrying out such duties as management may require from time to time.

**Ideal Candidate:**

Successful candidates will have the ability to develop and maintain customer relationships and be able to demonstrate excellent communication and organisational skills. They must be ambitious, target driven and energetic in approach along with possessing a positive outlook.

Role Requirements:

- Leaving Certificate or equivalent and/or a relevant third level qualification.
- Proficient in Microsoft Office Suite – Microsoft Word, Excel, Outlook.
- Previous insurance/financial services experience would be advantageous but not essential.
- Sales/customer service experience in a similar role would be a distinct advantage.
- Qualified to Approved Product Advisor (APA), Approved Product Professional (APP), Certified Insurance Practitioner (CIP) or Grandfathered Accreditation is desired however assistance will be given to obtain this qualification within the timeframes outlined by the Central Bank of Ireland.
- Meet regulatory requirements as described in the Minimum Competency Code (Source: Central Bank, 2011) and Fitness and Probity Standards (Source: Central Bank, 2012).

This role is being offered on a **12 month fixed term contract to cover maternity leave.**

Applications with full Curriculum Vitae quoting reference, **'18-R-305 Sales Advisor Roscommon** should be sent to jobs@fbd.ie before close of business **7th December 2018.**

FBD is an equal opportunities employer