



We currently have a role available within our Customer Service Department and are interested in hearing from people who wish to further develop their career within Acorn Insurance. Reporting to a Team Leader, you will work as part of a high performing team providing excellent customer service to Acorn customers.

The role we currently have available involves:

Providing best advice and guidance to our existing clients in a courteous and professional manner while resolving client requests in relation to their general insurance policy.

Processing of inbound post documentation as per current post process guidelines.

Taking first notification of claims and processing any follow up documentation as required.

Ensuring quality documentation both in terms of accuracy and presentation

Provide general administrative support to the administration department.

Comply with all company and regulatory standards and requirements.

Ideal Candidate:

If you have strong customer service skills, and an enthusiastic telephone manner than this is a great opportunity for you.

Experience in handling car, home, commercial motor enquiries for new and existing customers is necessary.

The candidate must hold an Approved Product Adviser (APA) qualification in Personal Lines Insurance

Energy, drive and ability to work within a fast paced environment and have a strong customer focus.

Good organisational skills with exceptional attention to detail

Ability to multi-task and work towards deadlines

If this sounds like the job for you, please send your CV and cover letter to claire.rock@acorninsurance.ie or contact me on 1890 800 222.