



Take the next step in your career with AXA

Customer Service Representative - Fixed Term – Galway Branch

We're currently recruiting for Customer Service Representatives to join the Galway Branch on a full time basis for a fixed term period.

About Us

AXA is one of the Ireland's largest general insurers; we pride ourselves on our core values of customer first, Integrity, Courage and One AXA. We care about our people, their careers and their development, because we recognise that they make the real difference.

About the Role

Reporting to the Branch Manager you will work as part of a high performing team providing excellent customer service to AXA's customers on all aspects of our products and services. The main responsibilities of the role involve:

- Answering all questions from our customers, and escalating any issues to the appropriate people.
- Aiming to reach all performance targets, including sales and quality.
- Delivering a high standard of customer service to all customers.
- Using our systems and call scripts to apply the appropriate premium with the information you've been given from your customers, while complying with our regulatory obligations.
- Be flexible within the role and prepared to undertake other duties as assigned by Manager from time to time.

About the Person

- Experience of working in a customer facing role
- Working towards the APA qualification (or willing to start)
- PC Skills – Microsoft Office Suite
- Displays a strong aptitude for sales and business generation
- Excellent communication skills with a strong customer service focus to negotiate win-win situations
- Results orientated with a track record of consistently delivering to agreed objectives.

Rewarding you

AXA Ireland offer excellent benefits including competitive market salaries, Bonus scheme, paid annual leave, generous pension scheme and training and development programmes to give you plenty of opportunities to develop new skills and embark upon new challenges. .

Does this sound like the job for you?

To apply please email an up to date CV and accompanying Cover letter outlining your customer service experience to axacareers@axa.ie

AXA reserve the reserve the right to enhance the criteria to assist in shortlisting.

“We are an equal opportunities employer and welcome applications from all suitably qualified persons from across all communities. Visit www.axa.ie/axa-insurance-data-protection to view our Job Applicant Data Protection Statement.”

The closing date for receipt of applications will be **Tuesday 22nd January 2019**