



## **Call Centre Manager/Office Manager Cork City, Permanent**

30-45k

Office manager for growing Insurance company leading the team in a phase of growth. Capstone has been trading for over 10 years in Ireland.

### **Job / Role Overview:**

The primary function of the Office Manager is to deliver sales and service of our Insurance Policies while managing the team on a day-to-day basis.

The role will involve assisting in the overall running of the Sales & Customer service of the Office while delivering superior and efficient customer care that produces agreed sales results .

### **Key Duties / Responsibilities:**

Working closely with all the team as their line manager In a small but growing office you will be results focused and your key responsibilities will include:

- Being proactive in achieving individual sales targets
- Dealing with customer queries and referring claims queries to the relevant personnel.
- Ensuring all systems and procedures as laid down by the Company are complied with while developing new and better practices.
- Completing relevant industry qualifications and CPD hours as appropriate.
- Working flexibly within the Sales Office and participating in various office tasks
- Assisting customers with any complaints- issues.
- Be willing to go the extra mile and drive the business where appropriate.
- Working in a sales/claims role as a key person within the office function
- Processing payments-banking where appropriate.

### **Ideal Candidate:**

Successful candidates will have the ability to develop and maintain customer relationships and be able to demonstrate excellent communication and organisational skills. Have experience in leading a team and managing a team.

They must be ambitious, target driven and energetic in approach along with possessing a positive outlook.

Do you have excellent time management skills and the ability to multitask? Do you have experience as an Office Manager or as a Senior Administrator? Experience using Windows 7 / Microsoft packages would be advantageous.

**Role Requirements:**

- Leaving Certificate or equivalent and/or a relevant third level qualification.
- Proficient in Microsoft Office Suite – Microsoft Word, Excel, Outlook.
- Insurance qualification essential, APA/CIP
- Sales/customer service experience in a similar role would be a distinct advantage.
- Qualified to Insurance Practitioner (CIP)

This role is being offered on a permanent contract, based in Cork City Mon-Fri 8.30-6

Applications with full Curriculum Vitae

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Capstone financial services is regulated by the central bank and trades as petinsure.ie