
Role

Personal Lines – Galway

Role Description

The Personal Lines administrator will be responsible for resolving Customer/ Intermediary queries, providing appropriate solutions and handling incoming intermediary calls and correspondence effectively to secure new business and renewals within agreed processes and risk appetite. Under the guidance of the Team Leader, successful candidates will work collaboratively within the risk underwriting team and will demonstrate strong analytical, relationship management and communication skills.

Responsibilities

- Servicing a range of products to customers / intermediaries, in accordance with set procedures, to meet individual customer / intermediary needs and achieve agreed targets.
- Reviewing allocated cases and delivering underwriting decisions, following agreed processes at the designated authority level and with the necessary senior direction and support, in order to secure profitable business within the agreed risk appetite.
- Complying with the required standards of excellence and best practice, operating effectiveness and efficiency, and Group, legal and regulatory requirements.
- Quotations via the Relay system, payment processing, counter work.
- Identifying non-standard or complex risks and escalating to more qualified colleagues to ensure they are handled appropriately.
- Responding to inbound / intermediary and colleague escalated queries, to identify, qualify and close new business and renewal opportunities and deal with accounts.
- Addressing any customer / intermediary service queries or complaints that arise to ensure customer service standards are consistently achieved.
- Working closely with colleagues to raise standards through escalating issues and opportunities to the most appropriate person, developing joint solutions and sharing best practice.
- Complying with the required standards of excellence and best practice, operating effectiveness and efficiency, and Group, legal and regulatory requirements.
- Identifying non-standard or complex risks and escalating to more qualified colleagues to ensure they are handled appropriately.

Experience & Qualifications

- Insurance Industry Knowledge – Motor / Home and product knowledge / process knowledge.
- Minimum competency requirements accredited APA
- High level of proficiency in Word, Excel, and PowerPoint.
- Related 3rd level qualification (desirable).
- Experience of working with relay a must.
- Complete the appropriate annual CPD requirements as defined by the CBI and/or the Professional Body to which according to appropriated affiliation (e.g. III, CII, CIPD, ACCA).

Personal attributes

- Capacity to work independently and demonstrate initiative
- Innovative
- Have a full working knowledge of CPC & Central Bank of Ireland Regulatory Requirements.
- Willingness to work positively within a team environment with strong emphasis on support, flexibility and efficiency.

Please send a copy of your CV along with any relevant qualifications to Careers@osg.ie