

Customer Care Consultant - Hampton Hill

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Company: Dexters Estate Agent Group

Location: United Kingdom

Category: office-and-administrative-support

Main purpose of role: To provide administrative and sales support to financial advisers and their team. Communicating with new and existing clients to help drive appointments, provide feedback and generate Life Protection business whilst providing a 5 star service.

Salary: £24,000

Hours: Monday-Friday 8.30am-5pm

Key Responsibilities:

Liaise between lenders, advisers and clients

Submit accurate Mortgage & Life applications

Accurately record all cases on the key

Report weekly and monthly figures

Provide Life Assurance quotes

Fully package applications for passing to the Admin Team for progression

Follow up and chase Mortgage Reviews

Generate 5 star google reviews

Requirements:

Good working knowledge of Microsoft word, Excel and outlook

Well-spoken with excellent knowledge of the English Language

Confident telephone manner

Excellent time management skills with ability to prioritise and organise own workload

Ability to work under extreme pressure to meet deadline

Skills:

Excellent attention to detail

Highly organised

Team player, flexible and keen to get involved in a number of different tasks

Friendly and Polite with a positive “nothing is too much trouble” approach

Self-motivated and able to work alone

Committed to providing excellent customer service

Company Benefits

- Generous reward packages with uncapped commission
- Fast track career options
- Pension contribution scheme
- Comprehensive training programme from apprenticeship to industry qualifications
- Team and social events
- Birthday day off
- Generous holiday allowance, 25 days+ (including extra days for long service)
- Paid day off to volunteer at the charity of your choice
- Wellbeing support

- Beauty and fitness discounts
- Enhanced Maternity and Paternity
- Season ticket loan
- Cycle to work scheme including Forest bikes

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