



**Job Title:** Car Insurance Customer Service Agent

**Reporting To:** Car Hire Manager

**Location:** Fleet Office, Dundonald

**Basis:** Permanent

**Hours:** Monday – Friday 9-5pm with 1 hour lunch (35 hours per week)

**Salary:**

Successful candidates aged 18 – 20 - £16,000.00 per annum (£8.79 per hour – NMW is currently £6.83 per hour).

Successful candidates aged 21+ - £20,000.00 per annum (£10.99 per hour – NMW is currently £9.15 per hour for 21-22 year olds and £9.50 per hour for 23+ year olds).

**Additional Information:**

Once deemed ready by their manager, employees are placed on a rota to work 5pm – 6pm in addition to their 9am – 5pm. These shifts are currently 1 shift per week and paid at standard rate overtime.

They will also be placed on a rota to work Saturday 9am – 12pm. These shifts are currently 1 shift per month and paid at time and half overtime.

**Closing Date:** CV's must be received by 12.30pm on Friday 27th May. Please note the listing will be closed as soon as sufficient applicants have been received.

Any applications received after the closing date will not be considered unless we are unable to fill the position from the pool of applicants.

If you meet the criteria, please submit an up to date CV to [krystal@misgroup.online](mailto:krystal@misgroup.online) for consideration.

The team:

- i) Will prepare all relevant paperwork to be sent to insured for signature;
- ii) Will sort all returned signed paperwork from the insured, third party and drivers and put in relevant folders;
- iii) Will deal with returning hire vehicles, checking them in, updating all appropriate screens and ordering taxi for client if needed;
- iv) Will request and ensure that all hire vehicles are covered by insurance either with brokers or on our own ICH cover, diarising & dealing with insurance expiries and queries on a daily basis;
- v) Will deal with printing of reports and deal with all hire reviews in relation to repairs and total loss claims, taking appropriate action when necessary to deal with outstanding claim matters that may delay claim, therefore affecting period of hire;
- vi) Will make out delivery and collection runs and paperwork for drivers when required, liaise with drivers and car depot in relation to deliveries & collections of hire vehicles and deal with enquiries from garages & clients in relation to delivery of vehicles.
- vii) Will deal with any telephone queries, post & e-mails in relation to hire
- viii) Any other duties as required by the Fleet Manager

### **Essential Criteria**

- A minimum of 5 GCSE's graded C or above which must include Maths and English (or equivalent if it is directly related to Maths and English) – education certificates are required as proof if candidate is successful.
- Have a minimum of 1-year continuous experience in a customer service role in an office environment.
- Be able to demonstrate competence in the use of a range of computer applications, for example MS Word, Outlook and Excel.
- Have the ability to work on own initiative as well as within a team environment towards shared goals and problem solve in absence of management.

### **Preferrable Criteria**

- It is preferable that candidates currently work in an Insurance Broker's office with a minimum of 1 year experience within a private motor department.

### **Company Benefits**

- £1,000 bonus for successful probation, payable at the end of month 12 if still in employment.
- Private Health Insurance (reviewed annually) after successful probation
- 31 holidays (including bank holidays) per annum as standard, rising to 36 days (including bank holidays).
- Workplace Pension Scheme
- Health Care Cash Plan - money back in your pocket for life's essentials e.g., dentist, doctors, physiotherapy, opticians, etc.
- Complimentary car breakdown cover
- An opportunity to take part in charity fundraisers throughout the year
- Company paid social events throughout the year
- Ideal locations with access to shops & cafes
- Free onsite parking