

## **Customer Service Advisor – full time**

Freedom Health Insurance is actively looking for a Senior Underwriter to join our team in Poole. The Underwriting team are responsible for the pricing, administration, and renewal of our customer's policies both directly and / or via their insurance broker.

### **About the role**

You will be responsible for the administration, and renewal of our customer's policies both directly and /or via their insurance broker.

Your role will include providing a professional award-winning level of customer service to our customers and brokers, general policy administration including cancellations, invoicing, general correspondence, and telephone enquiries. As well as generating renewal terms with a view to retaining the policy but at a sustainable price for both the customer and the insurer and reacting to market feedback with revised terms where appropriate.

To excel in this role, you will receive training to gain knowledge of the UK/worldwide private medical insurance market. But you should already be able to demonstrate strong customer service skills and great listening skills. You will treat everyone you deal with as an individual, understanding their needs, showing empathy, and making them feel important.

### **About the responsibilities**

#### **Technical and operational responsibilities**

- General policy administration.
- Obtain additional information by contacting the customer or the broker if necessary.
- Review claims history of each policy due for renewal.
- Recommend renewal terms and obtain sign off from Underwriting Manager
- Issue renewal terms and follow up.
- Negotiate renewal with customer or broker reacting to market feedback if applicable.
- Promote the best image for the company through professional appearance and behaviors and adhere to company standards and procedures.

### **About the experience we would like for the role**

#### **Essential education and experience**

- Current experience of working in a customer services environment.
- Computer literate and proficient in the use of Microsoft Office.

#### **Desirable education and experience**

- Working towards Cert CII or other.
- A Second European language, preferably German.
- Knowledge of the UK/worldwide Private Medical Insurance market.

### **About you**

This is an important role in a small underwriting/customer service team, we work in a friendly office environment in Poole, Dorset for a company that provides private medical insurance to a

wide range of customers both in the UK and overseas. Our business is expanding and so we are looking for an effective and competent Customer Service Advisor to join us.

You must have excellent communication, administration and negotiation skills and be confident, over the phone and in writing.

In addition, you must be prepared to participate and be an active part of the team. All members of the team are required to work together and support each other to ensure we operate smoothly and efficiently and provide the high-level of customer service we aim to always give. This means you must be:

- able to work well under pressure and in the face of short deadlines.
- flexible and approachable, adapting and responding to team objectives at short notice.
- well organised and able to prioritise a workload of varied and important tasks; and
- able to work on your own with minimal supervision as well as an integral part of the team.
- have good written and verbal communications.

The normal office hours are 9am to 6pm with the 5.30pm to 6pm 'slot' currently covered on a rota basis – once you are, trained and confident in the role, you would be expected to join the rota and provide that cover.

### **About Freedom Health Insurance**

Freedom Health Insurance is an award winning private medical insurance provider, established for 20 years, based in Poole, Dorset with clients both in the UK and internationally. We are a friendly, family run team and work in a relaxed environment.

We are big enough to compete in the health insurance market alongside AXA, Vitality, Bupa and Aviva, yet small enough to ensure we deliver an excellent and personal level of service to our clients and intermediaries, whilst taking care of our committed team in the office.

### **What you get in return**

You will join a dynamic and growing business with an inclusive and positive company culture build on family values that continue to be the backbone of everything we do. You will get:

- Only working Monday to Friday between 09.00-17:30/18.00
- Private health care
- Working in a friendly office
- Great office location with accessible shops, cafes, and social events
- 25 days holiday + bank holiday

Office hours are 9am to 6pm, on a full-time basis, with the 5.30pm to 6pm 'slot' currently covered on a rota basis.

**To apply, please send your CV and cover letter to Sarah at [I.heath@freedomhealthinsurance.co.uk](mailto:I.heath@freedomhealthinsurance.co.uk).**