



## Sales and Service Consultant

Hays • Sydney NSW 2000



Base pay

\$55,000 - \$60,000



Work type

Permanent



Contract type

*Not provided*

### Job details



Date posted

**15 Jan 2022**



Expiring date

**15 Jan 2023**



Category

**Customer Service & Call Centre**



Occupation

**Retail Assistants**



Base pay

**\$55,000 - \$60,000**



Work type

**Permanent**



Job mode

**Standard/Business Hours**

### Full job description

#### Your new company

Work for one of Australia's leading and best regarded insurance companies to support their business insurance department with their customers needs. They are known for their inclusive work culture that is built to see their employees grow and thrive within the business. This is a permanent, Full-time role starting the 31st of January and the 7th of February. It will be representing the Hurstville office starting as a complete working from home role, but eventually with further notice will be required to go into the office 2-3 days a week.

#### Your new role

The purpose of the role and your unique contribution is:

- Taking inbound calls from new and existing Business Insurance customers to assist in the growth and retention.
- Responsible for providing world class customer experiences and exceptional customer service
- Up sell and cross sell insurance products by promoting the benefits to customers
- Ensuring you are empathetic in times of need
- Provide absolute clarity and direction on how we manage processes and policies
- Learning and developing from day one.

#### What you'll need to succeed

- The ability to commence this role from the 31st January or alternatively 7th February
- The ability to commute to the Hurstville office 2-3 days a week in the near future as well as WFH

- Strong Customer Service experience
- Insurance experience not mandatory but desired
- Sales experience not mandatory but desired
- Clear professional communication skills
- Comfortable being on the phone and Working from Home
- Resilience and confidence to overcome customer objections

#### **What you'll get in return**

- Full time, normal business hours
- Career progression
- Company discounts and benefits
- Full training and supportive environment
- Hybrid opportunity - In the office and WFH
- Amazing, supportive culture

#### **What you need to do now**

Submit your application using the Apply Now button. Within 24 hours of your application submission, you will receive an online form via SMS/Email which you should complete at your earliest convenience. Please note, this online form should take no longer than 5 minutes to complete and is required for your application to be considered.

**LHS 297508 #2599977**