

Job title
Insurance Sales Advisor

Hours: 35 Hours per
week

Location:
Cardiff Centre

Salary: £18,000pa
OTE - £36K

Insurance Sales Advisor

Summary

Proactively promote MotoNovo Finance Insurance products and services to identified customers via outbound customer service calls. Provide exceptional customer service to all identified customers, actively promoting appropriate products and services with due consideration given to all applicable regulation.

Retain and employ (in all customer interactions) a comprehensive understanding of all applicable regulation and ensure that competency is retained in line with guidelines laid out within applicable regulation.

Act as the 'face' of MNF – be the Brand guardian and ensure that all customers are treated fairly (in line with TCF principles) and all regulation.

Responsibilities

1. Provide all customers with a professional and efficient service in a professional, enthusiastic and knowledgeable manner at all times in order to maintain and develop business relationships.
2. Contact customers and inform them of insurance and warranty options available to them, promoting them professionally and effectively, within regulatory guidelines and in accordance with Company policies and procedures.
3. Upon purchase of an insurance/warranty product, remodel proposal and undertake relevant sales administration and payment, forwarding policy



documentation out in an accurate and timely manner in accordance with Company policies and procedures.

4. Maintain a comprehensive and up-to-date knowledge and understanding of MotoNovo Finance products and service proactively promoting them where appropriate.
5. Assist in recognising and recommending suitable improvements regarding business development and Company procedures, to ensure competitiveness through the development of products and services, and that the efficiency and effectiveness of the function and Company is maintained.
6. Maintain an up-to-date knowledge of regulatory and legislative information related to MotoNovo Finance products and services (e.g. ICOB, FCA rules, Money Laundering, Data Protection, etc.) as advised by line management. Ensure all Money Laundering issues are reported appropriately.
7. Maintain good knowledge and understanding of all relevant policies and procedures relevant to the role, being compliant with these policies and procedures at all time

