



Customer Helpdesk Support & Administration Assistant

Brokerability Information Gateway Ltd

Position Overview

To offer general technical and administrative support via a Telephone & email Helpdesk in respect of an extranet distributed insurance product facility, and general administrative duties in supporting the team.

Main Job Functions

- Respond to Helpdesk calls from brokers and provide a service or solution as required
- Provide back office administrative support function
- Investigate system errors, fix and deliver solutions
- Deal with general accounting queries & help with processing issues
- Liaise with Group Companies to ensure user satisfaction
- Implement changes to existing product range, and assist testing on new products
- Check & prepare insurer claims files and import onto our electronic trading platform
- Offer extranet training & support
- To assist in creating newsletter articles
- Reliably carry out scheduled tasks

Requirements

- An excellent customer service manner & attitude for both telephone and email related queries
- Good IT skills, in particular proven experience of using keyboards, Word & Excel including macros
- Interest in and track record of e-commerce related work activity

Other Skills/Abilities

- Knowledge of general insurance preferred but not essential
- Can build relationships and rapport quickly as well as gain credibility
- Effective time management
- Attention to detail and accuracy
- Can work under pressure and deliver to deadlines
- Proactive approach to Customer Service
- Experience of working within an office based environment
- Undertaken training in computers and software packages such as Windows

Location

- AGM House, 3 Barton Close, Grove Park, Enderby, Leicester, LE19 1SJ

Salary

- £12,000 - Depending upon experience

Career Opportunities

- This role will enable the successful candidate to grow and develop within the organisation

Applications

- Please submit your CV and covering letter to jonathan@brokerbility.co.uk

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.
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