



## **Customer Loyalty Representative (Temporarily Remote)**

**Location: Halifax, Nova Scotia**

**Start Date – August 30th (Full Time, Permanent)**

### **Our Company**

One of the UK's top three car insurers, Admiral provides car insurance, home insurance, loans, and various other products to over 7 Million customers in the United Kingdom.

We're a passionate, profitable, and well-established company with operations in eight countries. We employ over 10,000 people globally, who are at the heart of what we do.

Admiral's Halifax office opened in 2007. We employ over 400 staff who support our customers in the United Kingdom with home and motor insurance policies.

We have been recognized as one of Canada's Great Places to Work every year since 2010 and we've also been named one Nova Scotia's and Atlantic Canada's Top Employers annually since 2015.

### **Job Description**

Renewals is a diverse and rewarding department in which you'll have a vital role to play. You'll take inbound calls from existing policyholders looking to discuss their renewal quote and use your customer service talents to win their business again. This is an exciting area of the business to work in, especially if you thrive on being challenged.

You'll need to be an all-round excellent communicator and a great negotiator. Your friendly, helpful, understanding approach combined with strong product knowledge is what will make all the difference to our customers.

You'll stay up to date with a set of standards and procedures designed to help you understand the policy holder's circumstances, ensuring they get the best possible service and value for money.

### **Our ideal candidates are:**

- Reliable and committed to achieving individual and team goals
- "Change champions" who are adaptable to an ever-changing environment
- Positive and resilient to handle any challenge that arises

- Enthusiastic learners who apply feedback to grow in their role and achieve their goals
- Talented salespeople with the ability to upsell multicar and multiproduct.
- IT savvy to swiftly update customers details correctly.

No previous experience in insurance or call centers is required. We consider the potential of the candidate, their eagerness to work here, their ambition and enthusiasm, over any previous experience in a similar role. We will teach you the rest!

### **Our Culture**

Our philosophy is simple yet effective: **“people who like what they do, do it better!”** We put a lot of effort and investment into making sure that Admiral is a happy place to work, where challenge, opportunity and career path development are encouraged, and fun is never frowned upon.

Our award-winning culture is honest, open, and wholeheartedly focused on four key areas: Communication, Equality, Reward & Recognition, and Fun.

### **Safety Precautions and Remote Work Considerations**

- Due to the concerns and spread of COVID-19, we are taking precautions and putting the safety of our employees and candidates first.
- You will initially work from home. This is subject to change as we continue to monitor and follow public health directives with the future expectation we will be adopting a hybrid remote working model with an in-office component.
- In anticipation of remote working, you will need an adequate space in your home that is free from distractions and have a download speed of 40 mbps or higher and a ping no higher than 30ms. Please use this link to conduct a speed test:

<https://www.speedtest.net>

### **SMART Working**

As in person gathering return, we're excited to become even more agile and adaptive to new ways of working with a hybrid SMART Working model. By blending in-office and remote working we are listening to the needs and wants of our employees. Ideally, Smart Working offers the best of both worlds – structure and sociability on one hand, and independence and flexibility on the other.

We want you to have an element of freedom to define a working lifestyle. Post training, we will endeavour to accommodate a flexible SMART Working model wherever possible.

### **Other great things to know**

- We promote an inclusive and accessible workplace, where all employees feel valued, respected, and supported.

- In addition to your base salary, you will earn performance-based incentive through achieving targets. New starters will earn a guaranteed learning bonus during the first few months.
- If needed, a laptop computer can be provided for remote working.
- Our office is conveniently located just off Mumford road. Parking is free.
- Full time, permanent employment, with no shifts past 4pm and weekends shared on rotation.
- Visit <https://joinadmiral.ca/employee-benefits/> to learn more about our exceptional benefits and what makes Admiral a great place to work!