

MHM Conveyancing Quote Advisor

Leicester

Working hours: Monday- Friday, 8am – 8pm

About the role

We are looking for a talented individual to join our growing business within the MHM Conveyancing Team as a Quote Advisor, in this role you will be responsible for professionally conversing with clients looking to utilise our conveyancing services via our telephone, email and web chat channels.

You will be required to provide clients with the information they need around our legal services offering to maximise the opportunity to convert each lead to a case.

Our quotes team is an constantly evolving channel so the successful individual will be key in shaping the future of this role, including trialling new ways of using this tool and covering hours of peak traffic on the website.

The core function of this role involves working in a fast paced environment and you are required understand what role you play in the My Home Move bigger picture; thus an ability to communicate with customers, colleagues and third parties in a professional manner is a must.

The role

- Speaking to prospective clients over the telephone
- Providing information relating to conveyancing services including quotes and pricing information
- Conducting multiple live chats with website visitors
- Maximising conversion from lead to sale to achieve growth/sales targets
- Championing the web chat channel on behalf of the Digital team and help develop the future of the proposition
- Follow up with clients to ensure documentation is returned

The person

- Ideally previous experience in sales role
- Ideally previous experience working in a telephony or webchat environment
- Fluent in verbal and written English
- A working knowledge of Microsoft Word and Excel
- Understand dynamics of working within a team
- Approachable and professional
- Show willingness to learn however recognise limits of ability and when to seek advice.
- A strong team player

What we'll do for you

My Home Move is the UK's largest Conveyancing business with over 900 employees and is the UK's fastest growing suppliers of conveyancing support to a variety of



residential and blue chip clients. Our excellent service to our customers has allowed for market growth which means we continuously seek new and fresh talent to complement our current team as well as developing our people to reach their full potential. Join our team and look forward to a challenging and rewarding role, with great results bringing great opportunity for recognition and promotion.

If you are interested or know someone who would be interested in this role, please apply by sending your CV and a covering letter to recruitment@myhomemove.com

Closing date: Friday 5th January 2018 at 5pm