

Quote Advisor - New Business Unit
MHM Office: Leicester

About the Role

We don't do half measures when it comes to customer service, and it's our amazing Quote Advisors that support our customers to find just what they're looking for. Joining a friendly and welcoming team, we'll look to you to build relationships with customers and offer the unbeatable service we pride ourselves on, every time. The kind of service that exceeds customer expectations achieves sales and helps you develop a great career.

A sales, conveyancing or building background isn't essential as we'll teach you everything you need to become a product expert. If you are great with people, down to earth and not shy of getting stuck in, this could be just the role for you.

Great team player? Real people person? Someone who loves helping others? As well as being passionate about sales and customer service, you'll need the following skills:

The Role

- Quote conversion - hitting set monthly and daily individual and team targets
- Handle day to day queries and issues from quotes (via internal and external email and inbound and outbound telephone calls)
- Take account of client feedback and competitor information gained, and feedback such information to refine processes and improve quality of calls
- Manage and develop recommender relationships
- Promptly report on any issues identified through the quote follow-up process and any issues that arise through the daily use of the quote engine
- Answer client queries and encourage clients to return the starter pack
- Maintain effective working relationships with all stakeholders
- Work with the team to achieve business targets
- Manage own productivity to achieve and exceed targets set

The Person

- Previous experience of telephone sales call handling and/or face to face customer service or selling - preferred
- Excellent written and oral communication skills
- Previous experience within a team – preferred
- Clear, confident and professional telephone manner
- Excellent organisational and time management skill
- Target driven, customer service and sales orientated
- Identifies areas for improvement and adapts willingly to change



- Able to effectively assess situations and make informed decisions
- Ability to prioritise

What we'll do for you

In a culture where hard work is recognised and great results are rewarded, you can look forward to competitive salaries and bonuses. That's on top of a generous staff discount, pension and life assurance, a holiday allowance that increases with length of service and a wide range of other benefits. *We're committed to promoting talent from within too, which means you'll be well-supported to build a rewarding career.*

The Company

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: Wednesday 25th October 2017 at 5pm