

Quote Advisor- Instruction Support Team
MHM Office: Leicester

About the Role

Our Quote Advisors are key to our business growth and are critical to our ongoing success. As a Quote Advisor you will be responsible for driving the conversion of cold leads to warm leads to generate sales delivery of residential conveyancing.

Providing exceptional customer satisfaction will be a core function of the new Quote Team and the role will enable candidates to showcase their sales and customer service skills whilst delivering operational targets.

A sales, conveyancing or property 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, driven 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
- Utilising strong client service focus in order to convert cold leads to warm leads
- 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 within the quote team and the other teams in NBU.
- Work with the team to achieve business targets
- Manage own productivity to achieve and exceed targets set

The Person

- Ideally previous experience of telephone sales call handling and/or face to face customer service or selling
- Sales and Customer Service orientated
- Excellent written and oral communication skills
- Previous experience within a team
- Clear, confident and professional telephone manner
- Excellent organisational and time management skills
- 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
- An ambassador of the My Home Move brand

What we'll do for you

In a culture where hard work is recognised and great results are rewarded, you can look forward to a competitive salary and bonus. That's on top of a generous staff discount, pension and life assurance, a holiday allowance together with 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 1,200 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