



Customer Care Representative

Location: Halifax, Nova Scotia

Start Date – October 28th

Our Company

One of the UK's top three car insurers, Admiral provides car insurance, home insurance, loans, and various other products to over 6 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

Customer Loyalty 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

Within 2 months, you will...

- Receive a blend of classroom and on the floor training; 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!
- Be supported by a dedicated trainer, team manager and classroom helpers.
- Practice and perfect your negotiation skills through live call coaching and constructive feedback.

Within 6 months, you will...

- Have a good understanding of our products, and how to retain customer business.
- Be earning performance-based incentive through achieving targets. New starters will earn a guaranteed learning bonus during the first few months.
- Have joined your permanent team, supported by a team manager who will help you pass probation.

Within 12 months, you will...

- Be an expert negotiator with a thorough understanding of policy and procedures.
- Be prepared for career growth and development opportunities; 100% of promotions are filled from within.
- Be eligible for such employee benefits as matched pension contributions and our employee shareholder program.
- Meet with your manager to review the past year, celebrate your success and determine your merit increase.

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 the Admiral is a happy place to work, where challenge, opportunity and career path development are encouraged, and fun is never frowned upon.

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

Other great things to know

- We promote an inclusive and accessible workplace, where all employees feel valued, respected and supported.
- We are conveniently located just off Mumford road. We offer free parking or discounted bus passes to help you get to work.
- Full time, permanent employment, with no shifts past 5pm 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!