

## The Role

NFU Mutual's Totnes Agency, located near Dartington, is currently recruiting for a Customer Services Adviser.

NFU Mutual is a leading general insurer and financial services company and has been serving the rural community for over 100 years. As their local agency office in South Devon, we deliver their award winning service and sell their product range, championing an honest, personal approach to customer service.

You will be part of a small team and play a key role in the success and growth of this local agency. We are looking for ambitious individuals who can provide outstanding customer service & sales, for both new and existing customers.

This opportunity will suit someone who is passionate in helping and going the extra mile for customers and someone who can demonstrate an ability to deliver excellent customer service within a fast-paced office environment.

You will be responsible for speaking to existing and new customers, discussing NFU Mutual Insurance products in a compliant manner.

## Personal Specification

The successful candidate should have the following qualities:

- Ability to thrive in a busy team working environment.
- Enthusiasm.
- Confident telephone manner and IT skills
- Polite professional manner
- Articulate both verbally and in writing, with good spelling and grammar.
- Reliable, responsible and honest
- Systematic and organised
- Attention to detail
- Willingness and ability to learn

## Qualifications/Other

5 GCSEs at grades A – C, or equivalent, including Maths and English

Previous insurance or financial services industry experience is not essential as full training and ongoing support will be provided.

Salary is £20,475 but is dependent on experience. The position is office based, 37.5 hours per week, Monday – Friday, 9am to 5pm. On site free parking.

For further information, please forward a CV with a covering note advising why you are applying for this role via email to [Sarah.Potter2@nfumutual.co.uk](mailto:Sarah.Potter2@nfumutual.co.uk) Please call 01803 862064 for more information.

Closing date 6<sup>th</sup> June 2022

**Please note that you'll be employed by an Agent of NFU Mutual and not by NFU Mutual directly**