



## **Job Description – Customer Service Administrator H&H Insurance**

**Job Title: Customer Service Administrator.**

**Reporting to: Operations Supervisor**

### **Overall Job Purpose:**

To provide all-round administration and first line of contact for the clients of H&H Insurance in order to ensure a professional image of the company and an effective and efficient service for clients.

### **Job Description**

#### **Primary Accountabilities**

1. To provide the first line of contact for H&H Insurance by answering telephone calls and receiving visitors to the premises, ensuring a high-level of client care is maintained from first contact through to contact with professional staff.
2. To ensure accurate communication between the clients, any other either external or internal visitors or callers and the staff of H&H Insurance by taking, recording and relaying messages.
3. To support the administrative team and management with a range of day-to-day operations.
4. To maintain accurate records and ensure data is relevant and up to date.
5. To undertake confidential client related administrative duties as required, including the production of accurate correspondence and documentation and to prepare and distribute reports, documents, and presentations
6. To assist as required in maintaining the aesthetic appearance within the general office at H&H Land and Estates by ensuring that public and work areas are orderly and tidy.
7. To ensure discretion and client confidentiality at all times.
8. To organise meetings, appointments, and travel arrangements on behalf of team members
9. To ensure compliance with company policies and procedures
10. At all times to work in accordance with the H&H Group values and to encourage working practices within the team to support those values.

#### **Secondary Accountabilities**

1. To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice accordingly.
2. Other ad-hoc duties that the employer determines fall within the job-holders capabilities