



## **JOB DESCRIPTION – Sales Executive**

### **20 – 22K Salary dependant on experience**

General & Medical are looking for an individual with drive and determination to succeed in a busy sales environment. The position is telephone based with a focus on following up enquiries in order to secure and retain business. Developed communication skills are essential to better understand the requirements and circumstances of customers and experience within insurance is beneficial.

### **MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

[jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)

#### **To:**

- Increase sales by generating leads and winning new business through a programme of verbal and written communications.
- Generate leads using direct and introducer channels to market, building contacts and enhancing relationships with businesses, introducers and affiliates.
- Convert enquiries into sales to actively grow the business to targets.
- Provide telephone support for registered healthcare brokers and intermediaries.
- Process new policy applications.
- Process and negotiate policy renewals with the aim of renewing.
- Respond to potential cancellations with aim to retaining.
- Complete and maintain all client communications and records including preparing quotations and renewal terms.
- Support the development of products and services offered by the company.

#### **By:**

- Responding to and actioning requests accurately and within a given timeframe.
- Handling inbound and making outbound calls to prospective sales leads and existing customers.
- Utilisation of telephone and media tools available.
- Developing and delivering suitable marketing campaigns.
- Understanding and following procedures in line with FCA regulations and guidelines in full.
- Undertaking training and ensuring product and market knowledge is current.
- Working as a member of a team and contributing to team meetings and performance.
- Understanding how the functions of the role interlink and benefit other roles within the company.

### **Personal performance, conduct and development**

#### Meet targets and take responsibility for own performance:

Remain abreast of current processes and services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

#### Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under legislation.



### Flexibility and Team Work:

Work flexibly as part of a team to meet the need of the customers of the Company. Value each team member's contribution and help colleagues to the best of their abilities.

### Professionalism:

Set a good example to other staff in attitude to work and general working practices. Deal with all colleagues and customers in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

### Product Knowledge:

Possess a thorough knowledge and understanding of the cover offered by the Company and distribution channels.

Building Broker and Introducer Relationships: Make regular contact with the Registered and Introducer Brokers to build a positive relationship, encourage promotion of products & services offered by the Company and monitor progress.

Additional: You may be asked to carry out tasks that are in addition to those listed in this Job Description where required and within your capabilities.

## **What You Can Expect From Us**

- 20 – 22K Salary dependant on experience
- Commission Scheme
- Monday to Friday: Hours are 8.45am to 5.15pm with 1 hour Lunch Break
- Access to Pension Scheme
- Sick Pay and Attendance Bonus
- Great Annual Leave Benefit
- Cash benefits linked to Personal Accident, Life and Critical Illness cover
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Friendly working environment in Peterborough – convenient location close to the A1.

## **About Us**

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)