

Call Transfer Executive

What we want from you.....

The Call Transfer Executive role is telephone based; taking calls delivered from different companies, asking a series of scripted questions, inputting the caller's responses and transferring the calls to an appropriate company for an insurance quotation. The role requires CTE's to call the callers back after their quotations and transfer them to alternate companies if available. A mixture of a sales and assertive customer service is required to achieve the transfers and hit key performance indicators.

How we want you to do it.....

- Answer all presented calls in a professional manner
- Read the greeting and compliance scripts as displayed on screen
- Ask all questions individually, completely and enter all responses from the callers, accurately
- Deliver the transfer partner details, as per screen, additional criteria questions and delivery scripts
- Offer and promote two extra transfer numbers wherever they are available
- Offer and promote the dial back service wherever possible
- Overcome customer objections to maximise every business opportunity

The perfect candidate will.....

- Have a minimum of 12 months proven experience in a target driven environment
- Be able to confidently overcome objections
- Be target driven and highly self-motivated
- Possess excellent telephone skills
- Be flexible and open-minded regarding any customer requests
- Be an effective communicator
- Possess adequate keyboard and accuracy skills
- Be able to maximise all business opportunities
- Be able to use initiative and be creative in problem solving
- Be energetic and enthusiastic
- Have strong diplomacy and negotiation skills
- Possess an understanding of how customer service effects the retention of business