



## **Job Description – Insurance Broker (New Business)**

**Job Holder: XXXXXX**

**Reports To: Head of Sales**

**Date: XXXXXX**

### Purpose

To provide support to all new clients and ensure conversion of new business, to achieve company income targets in accordance with company procedures and regulatory requirements. To be pro-active in ensuring that a high quality service is provided to all clients at all times and to remain customer focused and embrace company ethics.

### Main tasks

- Respond to new business enquiries received by telephone, letter, e-mail or on-line.
- Complete the key task of fact finding to identify clients' requirements and to provide a quotation to fulfil their needs.
- Maintain an accurate record of the assessment of the clients' awareness of risk and insurance as well as their circumstances and objectives.
- Using the information gathered, determine which insurers will provide the most competitive rates and the best coverage for the covers required.
- Obtain quotations, using quotation systems, rating guides or by referring to insurers. Communicate quotations, advising the most appropriate in terms of price and cover to meet the proposer's needs. Discuss any additional covers to ensure that all insurance requirements are satisfied.
- If the quote is accepted, issue written confirmation, providing full details of cover, enclosing forms for completion and other documentation required, where appropriate.
- Ensure that the electronic files and system records are created for new business cases and that the required documentation is issued to clients and insurers, where appropriate.
- Issue invoices and policy documents and update client records, where appropriate.
- Respond to enquiries from clients and insurers received by telephone, letter, e-mail or fax and ensure that all information required by clients or insurers is obtained and communicated.
- Respond to requests from existing clients in respect of mid-term adjustments, renewal adjustments, claims and any other servicing requirements, where appropriate.
- Scrutinise new business documents received from insurers and pass to existing business department for processing, where appropriate.
- Assist with queries and referrals from the existing business department, where appropriate.
- Attend monthly broker meeting to be updated on company matters, insurer products and deal with any matters or queries raised.

### Key Performance Indicators

- New business conversion.
- Accuracy of data input.
- Accuracy of documentation.
- Customer Satisfaction standards
- Complaints handling.
- Maintenance of diary.
- Promptness in dealing with correspondence.
- Promptness in returning telephone calls.



