

## **CUSTOMER SERVICE ASSISTANT (TRAINEE) – EDENBRIDGE**

FULL TIME

SALARY: NEGOTIABLE + BENEFITS

We are interested in hearing from talented applicants for our Customer Service Assistant (Trainee) job vacancy. It will suit anyone looking for a varied role in a specialist construction insurance agency. Some customer service or construction experience would be great but is not essential. We are offering flexible hours and great opportunities for the right candidate. This role will allow progression into new business underwriting or account handling.

### **THE ROLE**

As a Customer Service Assistant (Trainee), you will join our operation based in our Edenbridge Office. Protek underwrites new home warranty on developments ranging from single houses to £100M multi-unit sites throughout the UK. This role is to support our self-build, home improvement, renovation and conversion client sales and support enquires. Think George Clarke or Grand Designs!

**Customer Service** – You will be training to perform as an integral part of a Customer Service Team, delivering high quality service to clients, brokers, internal colleagues, and other industry professionals. You will assist clients to progress their site insurance and structural warranty efficiently from sales through to instruction and completion. You will have excellent telephone and communication skills, attention to detail, organisation and be able to keep accurate records. You will receive on the job training and be expected to work towards become professionally qualified (Cert CII) which the company will support.

**Sales & Marketing:** You must be willing to attend industry trade shows on occasion (Protek attend around 8 trade shows per annum around the country)

THE CUSTOMER SERVICE ASSISTANT TRAINEE MUST BE ABLE TO DEMONSTRATE THE FOLLOWING:

- 5 GCSEs or equivalent with strong results (Grade B or above) in Maths and English
- An ability to work independently to deadlines and to support other members of their team to achieve common goals.
- Excellent written and verbal skills
- Computer literate, with strong working knowledge of Microsoft Office products including Excel
- Strong attention to detail and an ability to produce accurate work under pressure
- This is an ideal opportunity for a confident, personable and hardworking individual to work in a great team with excellent progression opportunity.

- **ABOUT US**

Protek Group Limited is directly authorised by the FCA. We are an established structural warranty and construction insurance provider, underwriting on behalf of 'A' rated insurers. We provide insurance solutions for new build and conversion developments with an emphasis on providing excellent customer service.

## BENEFITS

- Structured Training Programme, including professional qualifications
- Real opportunity for progression
- 25 Days Pro-rata annual holiday plus bank holidays
- Contributory pension scheme currently 4% Employer/4% Employee
- Life Insurance
- Group Personal Accident
- Group Life Insurance
- Group Income Protection

START DATE: TO BE ADVISED