

JOB DESCRIPTION

JOB TITLE: Sales Executive

REPORTING TO: Sales and Business Development Manager

LOCATION: Ely, Cambridgeshire

JOB PURPOSE: To generate business (sell) for the range of FMB insurance products

RESPONSIBILITIES:

1. Generate business using a variety of methods (including but not limited to telesales, the web and attending trade fairs etc)
2. Maintain regular contact with FMB Home Builder members to promote the services of FMBIS.
3. Work with the Operations Manager and Sales and Business Development Manager to provide reports detailing the number of new leads generated and sales made.
4. Ensure that targets are being reached and assist with the identification of new business opportunities.
5. Liaise with the Surveying team to discuss new cases and to ensure that formal quotations are issued in a timely manner.
6. Working closely with the Operations Executive to ensure that policies are processed and sent to relevant parties within contract certainty guidelines, FCA and Lloyd's requirements.
7. Maintain contact with new clients to ensure continued loyalty and repeat business.
8. Attendance and FMB Home Builders Group meetings.
9. Maintain knowledge of competitors in the New Homes Warranty market and keep records relating to pricing and processes to ensure FMBIS remain relevant and competitive.
10. Promote the Consumer Code for New Homes to potential customers.
11. Liaise with Online and Social Media Executive and be responsive to new initiatives in relation to the FMBIS New Homes Warranty.
12. Have a detailed knowledge of all other products available in order to cross sell.
13. Maintain accurate records of information sent, contacts made, quotations provided, enquiries received etc...

Other duties

1. Provide office cover as required, responding to general enquiries whether made by telephone, email or letter.
2. Cover for the absence of the Sales Executives and Operations Executive, by providing cover for critical activities.
3. Undertake any other duties which reasonably fall within the remit of the role.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility at the time of writing. Your manager will, in discussion with you, review the job description from time to time. It is the FMB's intention to work with you to update and incorporate changes to your job description as required. However, if agreement cannot be reached, the FMB reserves the right to impose changes.

Person Specification

Essential

Good standard of English (to GCSE or equivalent)

Computer literacy (competent use of email, Word for routine and semi-routine letters; Excel for producing standard reports; data entry)

Understands FCA compliance requirements and limitations of the role

Able to develop a good understanding of the range of insurance products offered by FMB Insurance

Experience

Proven sales experience including administration

Experience of working within a small organisation

Skills and aptitudes

Excellent attention to detail

Able to identify new business opportunities

Good influencing and persuasion skills

Good account management skills

Good customer service skills, able to deal with callers and claimants in a polite and efficient manner

Skilled at recognising work priorities and organising own time

Able to work within a small team

Self sufficient whilst recognising when to refer matters

Special conditions

Satisfies any requirements of the Financial Conduct Authority

Desirable

Experience of insurance sales

Knowledge of the construction sector

Experience of working with SMEs

Experience of having worked within an MGA