

Job Title: Operations Team Leader

Location: Athlone/WFH

Reporting To: Customer Service Manager

Role: Operations Team Leader will develop, Implement and manage the New Business administration & Customer Service Operation at An Post Insurance to ensure operational efficiency and customer service satisfaction. The Operations team lead will work as part of the operations Team Leaders group and will support both New Business Administration and the Customer Service Function.

Key Areas of Responsibility:

- Coaching & Mentoring New Team Members, assisting new talent to understand the Operations Function of the business
- Motivate, coach & develop the team by setting, agreeing & reviewing individual & departmental commitments for New Business Administration & Customer Service Teams.
- Identify and prioritise work activities to deliver expected results.
- Manage Rosters & annual leave within the area ensuring there is enough cover to achieve service levels and also providing flexibility within the Operations department.
- Provide a positive and enthusiastic approach to work and the work environment at all times.
- Performance manage team members to ensure the each staff member is delivering to their potential.
- Hold structured weekly team meetings and monthly one to one meetings with each team member to ensure each employee development plan is being progressed.
- Compile daily, monthly and other ad hoc reports as required.
- Ensure call assessments, complaints, errors are handled according to company procedure to provide the best customer experience.
- Complete monthly audits on files processed to ensure adherence to all policies and procedures.
- Be available to work on company projects with Internal Project Leads as required.
- Attend and participate in Insurer Operational Meetings

PERSONAL SPECIFICATION

Essential Requirements

- Leaving Certificate or equivalent
- excellent organisational skills,
- Problem management skills
- Ability to lead a team of operations personnel.
- Accredited Product Advisor (General Insurance) (APA)
- Flexible, execution and “can do” attitude.
- Time Management and Attention to detail.
- Excellent communication and interpersonal skills.
- Excellent reporting skills and knowledge of Microsoft Office applications.
- Ability to meet tight deadlines and react to crisis situations quickly, efficiently and professionally.

Desirable Requirements

- Certified Insurance Practitioner (CIP)
- Experience in a similar role
- Ability to work in fast phased environment
- Project management skills.