**Customer Support Specialists**

Europa House, Midland Way

£17,500 - £20,000 p/a

Permanent – Full and Part Time Positions Available

Do you have a passion for providing excellent service? Are you looking for a role that gives you variety? Do you want to work for an exciting brand? If yes, then we would love to hear from you.

Europa Group Limited is an established, dynamic insurance Company and we are currently looking for new Customer Support Specialists to join the team.

The Role:

* Taking inbound calls from potential customers
* Positively engaging with the customer to establish their needs in order to provide and insurance quotation
* Providing customers with all the information they need, so they can make an informed choice
* Promoting the benefits of our insurance
* Providing the details and benefits of our additional products to our customers
* Assisting our customers with questions about their policy and changes to their policy

We are looking for hard working, driven and professional individuals who like to work as part of a team and possess excellent communication skills.

Our operating hours are between 09.00 - 19.00 Monday to Friday, and 09.00 - 16.00 on Saturdays. Shift times are on a rota basis. Where a Saturday is worked, you will have a day off in the week to compensate.

In return, Europa Group Ltd offer a wide range of benefits:

* 22 days holiday (increasing to 25 days with length of service)
* Pension scheme
* Free car parking
* Relaxed dress code
* Relaxing ‘Hub’ area with onsite Deli
* Free tea, coffee and fruit
* Employee Assistance Helpline
* Benefit Hub (offering discounts on many high street brands and leisure activities)
* Life Assurance Benefit
* Free social events, incentives and employee recognition scheme
* New vehicle discounts through our partners, and discount on our products
* Discounted Gym membership

If you are interested in applying for a role with us, then please email your CV to [jobs@europa-group.co.uk](mailto:jobs@europa-group.co.uk) or call the HR team on 01454 410158.