

Employer Profile

Address: Aviva, Level 4 West, Pitheavlis, Perth PH2 0NH



Some of our benefits:

- Annual Salary Review
- Annual Bonus based on individual and Company performance
- Company pension scheme
- 25 days annual leave + 8 Public Holidays
- Staff discounts on Aviva products
- Share save scheme
- Save As You Earn Scheme

We are looking for:

Skills & Knowledge:

- Excellent verbal and written communication skills
- A desire and ability to provide 1st class service to our customers
- Ability to resolve customer queries
- Have the capability to work as part of a team

You will be asked to:

- Build, maintain and maximises relationships with our customers in order to build customer trust
- Drive performance in accordance with Key performance indicators that you will be targeted against
- Use a computer key board so familiarity with computers is essential
- Work with figures and do manual calculations
- Retain and grow our current book of policies by securing renewals, and actively pursuing any up and cross selling opportunities

- Resolve any queries on policies in accordance with your underwriting authority limits
- Feed ideas for process improvements into the relevant process owner/your team manager to contribute to an environment of Continuous Improvement
- Drive performance in accordance with Key performance indicators that you will be targeted against

Career Opportunities:

- Excellent opportunities within the Pitheavlis site as well as within the extensive UK network
- As Aviva is a global organisation there are also opportunities overseas

Our Recruitment Process:

- Online application process
- Telephone screening
- Face to face interview to include:
 - strengths based questions
 - arithmetical test
 - grammar test
 - telephone role play exercise

What else do we offer?:

- Working hours 9am – 5pm (Monday-Friday)
- Flex time
- Free vend drink machines
- On site staff restaurant and shop
- Bank of Scotland banking services on site
- Open Plan

Travel:

- Fantastic bus links with Stagecoach
- Car Share Scheme