



# Customer Service Advisor

Full time positions available. This is a hybrid-based role, our offices are located in Little Island, Cork.

The role:

- Support our members enquiries, evaluate situations and respond appropriately through all contact channels.
- Record and respond to all complaints to ensure that complaints are dealt with in a timely manner, and to ensure that all complaints and the remedial action taken in accordance with guidelines set out within the Consumer Protection Code
- Ensure computer records reflect up to date communications with the member.
- Ensure that members payment methods are accurate, and all transactions recorded on individual or Group accounts to reflect billing changes.
- To sell laya healthcare products to individuals and groups and to ensure follow up action to each sale, in accordance with Sales Procedures.
- To enrol members on the Avondhu system and to ensure members details are entered correctly.
- To achieve required CX standards across all interactions on all our channels.
- Carry out credit control in instances where monies are outstanding.
- To identify and to contribute to continuous improvements in working practices and customer care.
- To undertake all duties required to develop and maintain Customer Service, and any other duties requested in order to fulfil the needs of the business.

Eligibility:

- Minimum of Leaving Certificate or equivalent is desirable. Third level qualification also desirable but not essential.
- Experience involving client contact or customer service in the insurance industry.
- Excellent verbal and written communication skills are essential for this role.
- This role would suit a sincere and capable individual.
- You will enjoy learning and be keen to participate in the company's success.

To apply for this role, please email [recruitment@layahealthcare.ie](mailto:recruitment@layahealthcare.ie) with a copy of you CV and a cover letter and quote the job title in the subject line of your email.

At Laya Healthcare we value diversity and recognise the benefits it can bring to our team and our customer interactions. We celebrate difference and want our people to be representative of all communities.

**If you require reasonable accommodation for any part of the application process, please let us know**

*Laya Healthcare Limited, trading as Laya Healthcare and Laya Life, is regulated by the Central Bank of Ireland. You will receive practical and financial support to achieve the Minimum Competency Qualification in Insurance which is a requirement in this role.*

It has been and will continue to be the policy of Laya Healthcare to be an Equal Opportunity Employer. We provide equal opportunity to all qualified individuals regardless of race, religion, age, gender, gender expression, national and ethnic origin, membership of the travelling community, marital and family status, disability or any other legally protected categories.

At Laya Healthcare, we believe that diversity and inclusion are critical to our future and our mission – creating a foundation for a creative workplace that leads to innovation, growth, and profitability. Through a wide variety of programs and initiatives, we invest in each team member, seeking to ensure that our people are not only respected as individuals, but also truly valued for their unique perspectives.