



### Apply here

#### Start date

Flexible within the next three months

#### Duration

6 months

#### Languages

Good spoken and written English levels are required (B2 onwards)

#### Location

##### Belfast, Northern Ireland

Belfast is the capital city of Northern Ireland and over recent years has seen a period of significant regeneration and growth. The birthplace of the Titanic, this vibrant city has a buzzing nightlife and social scene with many cultural events taking place throughout the year. Close to beautiful countryside and the famous Giant's Causeway, Belfast has something to suit all tastes.

#### Are you eligible?

Are you a registered student?

Or

Are you eligible to participate in the Erasmus+ programme?

#### Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

## Role

This is a fantastic opportunity for an organised, enthusiastic individual to gain an all-round business and customer service experience with this young, expanding host company. Mentored throughout, you will assist in the delivery of first-class customer service to people that are seeking financial advice, including mortgages and insurance. You will be performing various administration tasks to a high standard and in a timely manner. You will be given responsibility to help improve the customer service procedure, to maintain and improve the standards required in this sector. For the selected individual, this will be a fulfilling learning and work experience.

## Tasks

- Making customer appointments and prioritising enquiries
- Communicating courteously with customers by telephone, email, live chat, letter and face to face
- Supporting the mortgage adviser and mortgage administrator to facilitate the smooth and rapid approval of applications
- Producing insurance quotations for many different types of insurance products
- Printing, scanning and uploading of sensitive customer documents
- Updating business trackers and records daily
- General business administration support

## Desired Skills

- Studying towards a degree in Business Administration or similar
- Exceptional customer service and communication skills with a positive, forward thinking attitude
- Excellent English, written and spoken with practiced listening skills
- Excellent time management skills and ability to prioritise
- Basic analysis skills

## The Host Company

This host is Belfast's highest rated mortgage and insurance advice company, currently undergoing a period of rapid growth. Customer service is paramount and their mission is to deliver expert advice to those that need it the most, so borrowing on property seems as stress free as possible. They support clients at all levels, from first-time buyers to experienced investors and are seeking customer focused individuals to help maintain and improve their 5-star service.