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Job Title:	Travel & Medical Administrator
Department:	Travel
Reports to:	Travel Team Leader
Location:	Great Notley, Braintree
Employment:	Part Time (3 days per week – Monday, Wednesday & Friday)

About DOA:

“DOA Underwriting Ltd is the principal company for David Oliver T/as David Oliver Associates and DOA Special Facilities Ltd (DOA).

DOA is a unique MGA that was founded in 1996, as an independent underwriting agency, wholesale broker, and retail travel provider.

A family business with family values, DOA is focused on a long-term commitment to service and profitability, providing continuity in the face of constant change in the market.

Our vision is to focus on meeting the needs of our broker and Insurer partners. Providing friendly and reliable expertise in both underwriting and broking, creating innovative technology and providing the very best service so that all parties can deliver optimum value to their customers.

When joining DOA, you become a part of our family and will become a valued member of the team. You will have the opportunity to be mentored by industry specialists alongside a programme of personal development and investment to deliver on your career goals.”

Role Purpose

DOA are looking for a Travel and Medical Administrator to complete customer service tasks and ensure customers have the information and assistance they need to maintain DOA’s positive reputation.

The ideal candidate will be a good team player with exceptional customer service skills and excellent communication skills. You will need to be comfortable taking customer calls as the role is 90% phone based and attention to detail is key as well as posing a good work ethic.

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Key Responsibilities

- Handling call demand for Travel queries and medical screening.
- Adhering to mandatory call scripts on all calls.
- Completing travel quotations for direct clients via telephone and online.
- Building good relationships with key brokers.
- Providing a high level of customer service to clients.
- Maintaining and handling email queries with key retail clients.
- Answering broker queries.

Experience & Knowledge

- GCSE English or equivalent
- GCSE Maths or equivalent
- Strong written and verbal communication and interpersonal skills.
- A start-up mentality; able to work in cross-functional, interdisciplinary teams to achieve goals.
- Good degree in a relevant discipline or equivalent combination of education and experience.
- You will be expected to perform to the highest of standards and in accordance with the Conduct Rules as specified by the FCA. The Conduct Rules are as follows:
 - You must act with integrity
 - You must act with due care, skill and diligence
 - You must be open and co-operative with the FCA, PRA and other regulators
 - You must pay due regard to the interests of customers and treat them fairly
 - You must observe proper standards of market conduct.
 - You must act to deliver good outcomes for retail customers.

Skill Set

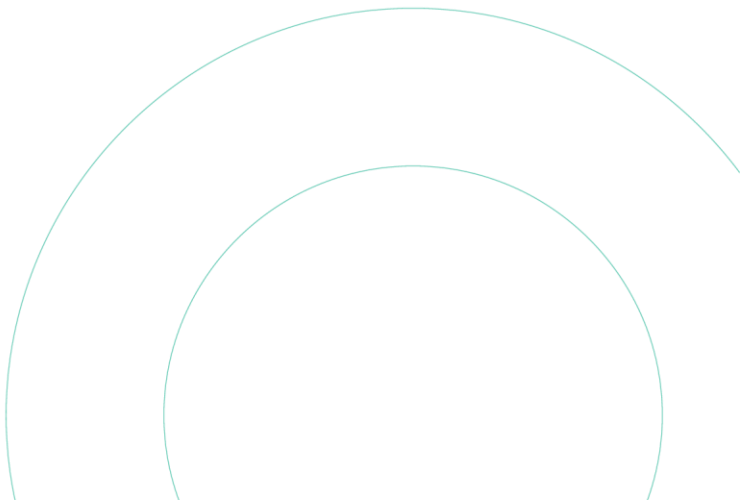
- Take ownership of situations with positivity, resilience, and a dedicated approach to providing service excellence
- Good at building relationships
- Ability to work in a team and on own initiative
- Ability to remain calm under pressure
- Computer skills
- Excellent organisational skills
- Excellent communication skills
- Passion for detail
- A 'can do' attitude
- Effective time management
- Curious mindset
- Positive attitude to change
- Contribute to colleague's time rather than take it away
- Hungry to be involved in a fast-growing business and all that entails



- Passionate about understanding the profession and developing their learning
- Passionate about making a difference
- Thrives on exceeding expectations

Signatures

Employee	Date
Manager	Date



doa

