



French speaking Customer Retention Agent

i-surance

Barcelona

About us

i-surance is a B2B2C InsurTech company like no other. Due to the exponential success of our modern and disruptive business model we now boast two operations offices in the startup hubs Berlin and Barcelona and further sales offices in the European finance capitals Zurich, Paris and London. We'll soon extend into Vienna, Amsterdam and Milan!

How did we do it? Innovation.

We're disrupting the traditional insurance market two-fold. First and foremost: our offers are transparent and valuable to the clients of our distribution partners. Secondly, we leverage emerging tech to serve our fast-paced digital world. Nobody wants antiquated and boring. Not me, not you, not your clients.

Our philosophy? Innovative, Simple, Digital.

Diverse companies are joining our vision every day. The big retailers of mobile phones, electronics, glasses, cyber security, etc. are amongst those making the switch - We've already earned the title of market leader in mobile, hearing aid and car tire insurances in several countries! What's more, we serve 2M end users in 15 European countries, manage an insurance premium volume of around € 40M and aim to grow beyond € 500M in the next 5-7 years. There are no limits to our ambition!

Our triumph is a team effort, and that continues to be our crucial secret to success.

Despite our incredible growth trajectory and boasting an ever-expanding team of >70 awesome people from all over the world we've kept our youthful start-up soul. As all entrepreneurs and modern start-ups know, a great office culture fosters great results. This means warmly connected team mates rather than colleagues. It means team lunches, chilled parties and trips to sunny islands. It means the occasional inflatable unicorn in the office. It means we're tuned in to how people really want to work; in a flexible environment that nurtures creativity and innovative thinking where our fellow humans are friends, not numbers.

Want in? We're hiring in Barcelona!

On any given day, you'll be doing one or all of these things:

- Your main task is to retain customers who wants to cancel their contract at i-surance (in- and outbound calls)
- You will have specific KPIs to reach each month
- Taking ownership over the accounts and follow up through our CRM system
- Build positive relationships with Customers to increase the business
- Develop strategies and recommendations to retain customers before cancellation
- Participate in back office tasks and support to the claim management team
- Identifies customer issues and provides appropriate solutions

Desired skills and experiences:

- Excellent language capabilities in French and at least one of these languages: German, Italian, Portuguese, Spanish, Dutch, Norwegian or Swedish - good command of English
- Ability to communicate effectively with residential customers
- Excellent verbal and written communication skills
- Problem solving and decision-making skills, superior closing skills
- Self-motivation and a drive to deliver the best possible results within challenging timescales
- Negotiation and influencing skills – able to negotiate best outcome for the business and customers
- Strong teaming spirit and interest to work in a multi-cultural team
- Curious to continuously learn and explore new approaches/technologies
- Previous experience in Sales, Retention and Win-Back campaigns are a big plus

If you are interested in exploring the opportunity to join our fast-growing international team and to shape our office in Barcelona, please send your application to Sara Ridouane at recruiting@i-surance.de