



Job description

Position Title	Customer Support Specialist
Date	16 May 2022
Department	Operations
Reporting to	Senior Manager, Customer Support

About us

At Honey, we like to do things a bit differently. You'll notice this from the very first time you meet with one of our talented team, right through to your first day at Honey. We challenge expectations, are always looking to make a difference, questioning what we're doing and asking if there's a better way. We are exceptional at what we do and every single one of us brings a unique talent to Honey. We are incredibly resourceful and bring great energy and a can-do attitude to every conversation, where everyone has an equal voice and we know a good idea can come from anywhere.

We are proud that every one of our team has equity in Honey, that's right from everyone in the call centre through to the team leading this business we all own a piece of the pie. That means we all have the same goals and aspirations for changing the current home insurance landscape. We all know there is a 'better' way of doing this insurance thing and we are all passionate about making this the 'new' way. The Honey way. Honey will be your proudest moment on your CV, it will be the job in ten years time you look back on and feel chest puffed out proud about, not only because of the success of the company but because of what we built. Together.

Are you in? If so, read on.

Why we're different

Honey is Australia's first smart home insurance for the modern-day homeowner, renter or landlord, on a mission to eliminate the majority of avoidable accidents that happen in the home. We do this through a re-imagined approach to home insurance that lets customers easily sign-up with the

right level of cover by using satellite and third party data, and then provide customers with smart home technology to help protect their homes.

Honey took Australia by storm when it launched in June 2021 with the largest Seed funding round in Australian history of \$15.5 million led by RACQ, AGL, Mirvac, Metricon and many other industry leading Australian companies. And we are growing fast.

The low down

This isn't your average customer service role. We're looking for individuals with a self starter mentality who want to be part of building a new brand and who are confident in communicating with customers and internal stakeholders, with a strong focus on creating the best customer experience possible.

Key aspects of role

- Using our internal tools to respond to new and existing customer enquiries through a number of channels (phone, web, email, etc.)
- Educating customers about the value of our brand and offering
- Providing technical support to new customers
- Working with our business partners to ensure an optimal experience for our mutual customers
- Gathering feedback about our product and customer experience, and sharing opportunities for improvement with the broader team
- Responding to customer complaints as they arise, and working with colleagues to improve internal processes
- Having a great time working with a passionate team who are committed to making home insurance better for all Australians
- Working flexibly across our operating hours of Monday – Friday, 8am to 7pm

Qualifications & competencies

- A strong passion for delivering an outstanding customer experience
- At least 2 years of experience in a customer facing role (contact centre preferred, but not essential)
- Strong influencing and negotiation skills (this is both a sales and service role)
- Experience working with home insurance is highly desirable
- Strong written and verbal communication with a high level of confidence communicating with customers through different channels

The Honey Referral Program

The Honey journey is only just beginning. We're rapidly gaining momentum, and our first priority is to recruit more incredible people to join our journey. Think you know top-tier talent that could suit the Honey team to a tee? Great, there's something in it for you too.

The Honey Referral Program offers up to **\$1,000 for those who refer successful employees to Honey** and that thank you gift comes to you 12 months after they start with us. Whether you know someone who's got code-crunching in their DNA, or a knack for translating jargon into everyday language for customers, then we want to hear from you.

They say it's who you know, and we want to know too!