



Arthur J Gallagher Insurance Brokers (Ireland)

Ltd



#JOB-2413906



FIRST IRELAND, 14-16 Parkgate St, Dublin 8,

D08 W866



No of positions : 1



Paid Position



35 hours per week



35000.00 Euro Annually



26/09/2025



24/10/2025

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Personal Lines Account Handler

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Gallagher Ireland are part of the Arthur J Gallagher Group, one of the largest insurance brokerages in the world. We are now seeking to add a Personal Lines Account Handler to our team, based in our Dublin office. This is a full-time, permanent position.

Gallagher's team in Ireland have over 100 years of combined insurance experience, we offer business, personal, and financial insurance solutions, protecting what matters most, to the people who matter to us – our customers.

Your Role

- Handle inbound and outbound sales calls to engage potential clients and convert leads into policies.
- Assess client requirements and recommend suitable insurance products.
- Prepare and present quotes, explaining coverage details and benefits clearly and accurately.
- Follow up on inquiries and quotes promptly to maximise conversion rates.
- Proactively contact existing clients to discuss policy renewals, ensuring continued coverage and customer satisfaction.
- Identify opportunities to upsell or cross-sell additional products or services.
- Manage lapsed or at-risk policies, working to re-engage clients and recover lost business.
- Deliver exceptional service by understanding client needs and providing professional, empathetic support.
- Handle customer queries, complaints, or escalations efficiently and to a high standard.
- Build long-term relationships with clients by ensuring a positive and trustworthy experience.
- Ensure all sales and retention activities comply with regulatory requirements and Gallagher's internal policies.
- Maintain accurate records of client interactions, quotes, and sales using Gallagher's CRM system.
- Stay up to date with changes in insurance products, pricing, and compliance requirements.
- Work closely with the Regional Sales Manager and team members to achieve shared targets.

- Contribute to team meetings and share insights or best practices to improve performance.

Your Skills, Experience & Qualifications

- Minimum of APA qualification
- Previous experience in a similar role would be an advantage
- Proven ability to achieve sales targets and provide excellent customer service.
- Strong interpersonal and communication skills and the ability to build rapport with clients.
- Persuasive and confident sales abilities, with a customer-focused approach.
- Excellent organisational and time-management skills to handle multiple tasks.
- Problem-solving skills to address client concerns effectively.
- Completion of the appropriate annual CPOD requirement and Maintain Minimum Competency

Code

- Proficiency with CRM systems and Microsoft Office Suite.

Rewards & Compensation

On top of a competitive salary, great teams and exciting career opportunities, we also offer a wide range of benefits.

Salary: €35,000

- Minimum of 23 days' annual leave, plus an additional 3 days' leave for Volunteering
- A defined contribution pension scheme which Gallagher will also contribute to
- Life Insurance
- Income Protection
- Family Friendly Policies
- This vacancy is suitable for Remote/Blended working
- **Sector:** financial and insurance activities

Career Level

- Experienced [Non-Managerial]