

JOB DESCRIPTION

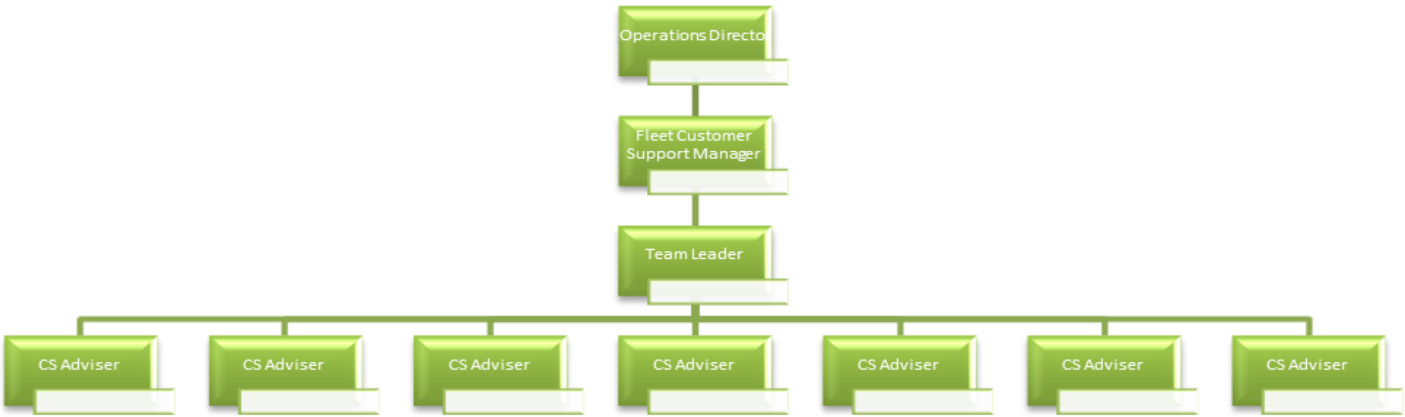
JOB TITLE: Customer Support Advisor

DATE COMPLETED: November 2016

DEPARTMENT : Operations Department

TITLE OF JOB HOLDER'S MANAGER: Customer Support Team Leader

ORGANISATION



PRIMARY PURPOSE OF THE POSITION

The primary purpose of this role will be to manage all customer contact and enquiries, delivering a high standard of customer service. The job holder is required to handle telephone enquiries and to administer all customer requests during the life of the contract using an in-house contract management system. The role also entails management of the end of the contract process. The job holder will be expected to use their initiative in identifying robust solutions for customer requirements and to identify renewal opportunities.

MAIN RESPONSIBILITIES

(The results that must be achieved and the actions that must be taken in order to achieve them)

- Provide an efficient and effective telephone service to all customers, ensuring department service levels are met and that a high quality service is delivered. The job holder will be expected to understand customer requirements and provide suitable solutions that are consistent with relevant company processes and procedures, whilst focusing on customer retention and identifying renewal opportunities
- Administer all customer requests during the life of the contract using an in-house contract management system, to include complex enquiries such as financial modifications. Individuals will be expected to use their initiative to find solutions that meet the needs of the customer and to recognise when escalation to management is required
- Manage the end of contract process to ensure prompt return of all vehicles and pro-actively identify opportunities for extensions or renewals where appropriate. Develop expertise and knowledge in relation to vehicle condition standards to ensure efficient management of end of contact charges and associated enquiries
- Respond to complex or difficult enquiries both verbally or by providing tailored written responses, ensuring all possible solutions to avoid customer dissatisfaction are considered. Where necessary report and feedback dissatisfaction or complaints respecting relevant company procedures
- Maintain a current and comprehensive knowledge of products, procedures and systems to act as a centre of expertise for customers, the dealer network, key suppliers and internal departments. You will need to understand and maintain awareness of compliance and ensure that our regulatory obligations are met by following the procedures in place
- Listen to customer feedback and identify opportunities to improve the overall customer experience, whilst taken into consideration operational efficiencies. Make recommendations to management to drive process improvement changes
- Build and maintain relationships with the dealer network, field sales teams and other internal departments

PRINCIPAL CONTACTS / WORKING RELATIONSHIPS *(outside of the department, either within the Company or externally)*

- Working relationship with the Sales and Marketing departments to ensure consistency in department standards, procedures and policies
- Regular liaison with the field teams and dealer network to ensure customer requirements are met
- Daily liaison with external suppliers responsible for provision of vehicle administration and the inspect and collect process
- Frequent liaison with internal teams within the manufacturer to ensure full resolution of all customer enquiries

C	IC	F	Pts (profile)	Grade:	Evaluated by:	Job Reference:
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OPERATIONAL CONTEXT

1. Working environment :

This role is within a call centre and administration environment where deadlines are largely determined by the workflow and departmental targets – supervision will be given by the Customer Support Team Leader. Processes and precedents will be in place to guide the individual for the majority of the tasks they will complete and management will be available on a daily basis to assist in resolving escalated issues and advising where no precedents have been set.

2. Decision making scope: The jobholder will be responsible for deciding and implementing the most appropriate course of action to meet customer needs and to recognise where no precedent is set and management escalation is required.

3. Supervision received: The Customer Support Team Leader and the Fleet Customer Support Manager will be available to provide advice and to handle escalated enquiries. Performance will be monitored and measured on results versus objectives.

PRINCIPAL CHALLENGES/DIFFICULTIES *(routine or non-routine, availability of guidelines, level of ingenuity)*

The demands of customers and the urgency of the needs of the sales teams and dealer network will create a challenging working environment. In addition, the jobholder will be required to ensure that all actions adhere to internal policies and external regulation and will need a thorough knowledge of all leasing products, related services and of the relevant current FCA and FOS rules and regulations.

STATISTICAL DETAILS

1. Number of direct reports *(state extent of supervisory responsibility)*

None

2. Economic data *(level of budgetary or expenditure control)*

Budget will be consolidated within the Operational Department

3. Any other quantitative data: The jobholder will be responsible for handling the full contract management service, including the end of contract process, for the PSA Finance Lease portfolio.

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EDUCATION AND EXPERIENCE

1. Foreign language skills: None required for role.
2. Professional qualifications, vocational training, education level:
 - AS/A level or equivalent in Maths and English
3. Previous experience / skills required (*please state if essential or desirable*):
 - Experience in Customer Service or customer facing environment is essential
 - Desirable to have knowledge and experience of administering leasing products
 - Excellent communication skills required – ability to communicate both verbally and in writing
 - Strong numeric and analytical skills with meticulous attention to detail

PERSONAL CHARACTERISTICS REQUIRED

- Effective communication skills; ability to liaise and communicate with external customers, suppliers and internal departments at all levels
- Ability to prioritise and multi-task
- Ability to work well in a team environment

CAREER PATH

This position would constitute a promotion for people who have held the following positions: N/A

On leaving this position, a job that would be considered a promotion is: Key Account Executive, Customer Support Team Leader

Equivalent positions which could constitute lateral moves: Customer Services Call Centre Advisor, End of Contract Advisor

WRITTEN BY: **Operations Director**

VALIDATED BY:
Human Resources Department

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