

Job Specification

Job Title: Customer Service Executive

Reports to: Connect Business Manager

Role Objective

Working with both new and the existing client base to maximise opportunities and to create an outstanding customer experience through a variety of communication methods including telephone, email and site visits. To work with the Business Development Manager to identify new Connect business opportunities and business partners to generate new income for the company. To provide ongoing training and support to existing Connect customers via onsite visits and answering helpdesk calls.

Key Responsibilities

- To provide installation and training on the Connect system for new and existing customers
- Maintaining customer relationships and ensuring customer loyalty through excellent customer service as well as meeting all client needs appropriate to their business including:
 - Carry out regular visits to dealerships
 - Provide reporting and analysis on accounts both internally and externally where required
 - Liaising with existing Connect customers to solve any issues they may have and provide ad-hoc training to dealerships as necessary
- Working from home twice per week covering Connect helpdesk
- Highlight areas of concern within customer base to line manager
- To build our Connect market position by locating and referring new business opportunities to the Business Development Manager
- Carry out testing of new releases or changes to the Connect system
- Use customer feedback to define product development in future
- Liaise with the IT team to ensure Connect system is functioning to a market-leading standard and to manage updates/changes to the system
- Ensure all work and conduct is in accordance with the firms Standard Operating Procedures, Compliance Manuals and any other official publications issued by the firm
- Support and help colleagues/other departments as necessary
- Assist in developing and maintaining tools and literature
- Other reasonable tasks and duties as required to ensure the smooth running of the office

Relationships

- Directors and other members of staff
- Insurance company staff
- Connect clients

Knowledge

- Good knowledge of the motor trade and market place
- Demonstrate a strong commitment to customer service balanced with an excellent knowledge of business need
- Excellent knowledge of the Connect system
- Basic understanding of FCA regulations
- Good knowledge of internal procedures
- Principles of Insurance
- Money Laundering
- Data Protection

Skills

- Positive customer-focused approach
- Able to develop and sustain good relationships with staff, clients and insurers
- Communicate effectively with customers and professionals both orally and in writing
- Ability to work independently, managing your own time and using own initiative
- Well organised, conscientious and reliable
- Flexible – willingness to work unsociable hours/weekends if required
- Use of judgement and experience when making decisions including when to refer to a senior colleague
- Good problem-solving skills
- Ability to generate own ideas and demonstrate a willingness to achieve continuous improvement in service delivery
- Able to manage ongoing self-development
- Willingness to engage in study to gain further knowledge and skill
- Determine priorities, setting targets and monitoring performance

IT skills/Knowledge

- Basic IT skills with the ability to 'think on your feet'
- Experience with similar products would be an advantage but not essential as training will be provided
- Good knowledge of Microsoft Office

What's on Offer?

- Starting salary of £24-27k pa depending on experience
- Company car (VW Golf) fully expensed
- Mobile phone
- 28 days holiday plus Bank Holidays
- Work from home

- Regular social events