

Job Description Customer Services Advisor

Job Function

Taking incoming calls from a wide variety of fleet customers regarding their vehicle maintenance. This will include booking vehicles into garages for routine servicing and maintenance, assisting customers in emergency breakdown situations and working in conjunction with other Operational departments to organise ancillary services e.g. glass and tyre repair / replacement and vehicle rental. In addition outbound calls to suppliers of services will be required, such as repair garages and breakdown organisations.

Reporting to: Beth Albrighton and Steven Coombs, Maintenance Managers

Key responsibilities and Accountabilities

- Taking incoming calls from customers who wish to organise service, maintenance and repairs to their company vehicles
- Receiving calls from customers who have broken down
- Organising and booking service, maintenance and repairs with the appropriate suppliers
- Ensuring that recovery vehicles are organised promptly
- Organising courtesy vehicles or making first arrangements for rental vehicles
- Keeping customers informed of progress
- Other ad hoc tasks as required by the business

Key Dimensions

Motivation and Experience

- Must be adept in the use of a PC, internet and email and able to grasp new software applications easily and quickly
- Must be numerate and literate
- Is prepared to go the 'extra mile' in order to achieve excellent end results
- A positive attitude and approach to dealing with customers

Communication Skills

- Excellent questioning and listening skills with an ability to assimilate and record information with a high degree of accuracy
- Consistently professional telephone manner when dealing with internal and external calls
- Committed to delivering excellent customer service within the parameters agreed

Organisation and Planning

- Ability to multi task with consistency and accuracy
- Can prioritise and re-plan in a methodical manner

Flexibility and Resilience

- Uses initiative to react with a sense of urgency and consistency to challenges when presented
- Able to think clearly under pressure and deliver requirements to a consistently high standard
- Can remain focussed
- Able to self-motivate and keep positive in challenging situations

Team Awareness

- Able to demonstrate a positive attitude to working with a variety of people and respect different ways of working
- Prepared to proactively support colleagues
- Able to see the 'big picture' in relation to working as part of a team
- A clear grasp of team dynamics and the advantages of working as part of a team

Personal Projection

- Reliable, consistent and tenacious
- A positive, mature and confident manner
- Professional and calm demeanour
- Embraces challenging situations looking to provide solutions

Personal Situation

- Able to work a minimum of 43.5 hours per week, working to a regular shift pattern to include 2 out of 4 Saturday mornings (3 out of 4 during training)
- Able to commute to work reliably
- Able to remain flexible with regard to holiday dates

Package

- Comprehensive training
- Competitive and attractive salary, starting at £13,987 and increasing by 10% after successful completion of training
- Bonus and/or Performance Related Pay Schemes available*
- Month 13 Bonus Scheme*
- 28 days annual holiday (including Bank Holidays)
- Additional holiday entitlement*
- Permanent Health Insurance and Death In Service cover*
- Group Personal Pension scheme
- Pleasant, modern working environment

* Subject to a qualifying period, within specific roles