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| **ROLE Title:** | **SMR aDVISOR** | | **DAte:** | | **July 2024** | |
| **GRADE:** | **Band 6** | | **Business Unit:** | | **smr** | |
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| **Role** | | **Key Responsibilities:** | | **Skills / Knowledge / Experience:** | | **Competencies / Values** |
| **Role Purpose**:  Manage all inbound and outbound contacts with customers, technical colleagues, motor part dealers and Fleet customers. All contacts should be handled in a professional manner providing outstanding levels of customer service and exceeding expectations.  **Role Dimension:**  Take responsibility for own performance to ensure department objectives and performance KPIs are achieved and exceeded, ensuring achievement of all service, quality and financial KPI’s**.**  Working hours will be 40 hours per week, flexible shifts that cover opening hours of centre including Weekends Evenings and Bank Holidays  **Reports to:**  Team Manager  **Relationships**  **Internal:**  CC Management  Field-based Technicians  Customer Care  Business Roadside Colleagues  IT  HR  **External:**  Customers  Parts suppliers  Fleet customers  Dealerships & Garages | | **Key Deliverables:**   * To consistently deliver exceptional service to our customers through maintaining knowledge levels and quality targets to meet customer requirements and maintain RACs’ image as a professional and customer centric organisation and support positive customer reviews. * To effectively work as part of a team, sharing knowledge, experience and best practice to support colleagues and ensure we deliver consistency in service. * Commit to and achieve all individual & departmental performance related targets and KPIs, including adherence to shift and schedule, and productivity targets. * Maximise opportunities such as outbound calling and emailing customers to ensure all Technicians have a full diary of work across the country and department can achieve their service & financial KPI’s. * Bookings to be planned efficiently for Technicians to ensure we achieve productivity targets and minimise drive time. * Manage customer interactions by empathising and focusing on effective issue resolution. * Providing great Customer Service to our customers through keeping accurate records up to date and adhering to process * Effective handling of all customer requests, where you have the system and knowledge capability take ownership of resolution., including ‘complex’ customer service requests * Keep up to date with changes in products and processes across all areas of Mobile Mechanic operations. * Complete all essential learning and development compliance training on time. * Have a continuous improvement outlook towards the customer journey and overall experience and be proactive in sharing ideas to contribute to growth of department. * Demonstrate flexibility in providing cover across all channels and roles in the department which include but are not limited to 1Link, Mobile Mechanics, Scheduling, Administration and Vehicle Inspections as and when required to ensure resource meets demand for different activities. * Professional verbal and written communication when communicating with customers and colleagues * Attention to detail when pricing to ensure accurate quotation, maximising revenue fulfilment and ensuring customer satisfaction * Using initiative to retain revenue and minimise cancellations where possible to reduce churn and improve customer retention   Personal Development:   * Bring to life the RAC values in everything you do * To take responsibility and accountability for your own learning, standards of performance and attendance. Be open to feedback and support while acting on the recommendations agreed * Excellent RAC product knowledge and awareness of company processes and to provide accurate customer and system updates * Demonstration of correct process when requesting time off and following the correct process for reporting absence and lateness in order for the business to have the required staffing to meeting our contact volume | | **Skills & Knowledge:**   * Experience in working in a customer service orientated environment would be advantageous * Driven to achieve team/ individual service targets * Resilient, can work under pressure and confident to make decisions * Strong administration and organisation skills * Attention to detail * Effective communication, written and interpersonal skills * Articulate with a professional telephone manner * Problem solving skills * Competent in all Microsoft Office applications   **QUALIFICATIONS**:   * NVQ level 2 administration/customer service (desirable) | | **Competencies**  Interpersonal & Influencing Skills 2  Continuous Improvement 2  Judgement & Decision Making 3  Customer Focus 3  Team Working 3  Developing Self & Others 2  **Values**  **Handle it Together**  Cares about impact on others, shares ideas and positively challenges others  **Exceptional Service**  Has best interests of colleagues and customers at heart, goes the extra mile to enhance customer experience, understands business strategy  **Raise the Bar**  Driven and ambitious, challenges self and others, continually learning  **Own It**  Leads by example, trusted to achieve right outcome, passionate and committed |