**Role Profile**

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| **ROLE Title:** | Roadside Invoicing Agent | | **DAte:** | |  | |
| **ROLE Code:** | **B** | | **Business Unit:** | | Legal Services | |
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| **Role** | | **Need to Do** | | **Need To Know** | | **Need to Be** |
| **Role Propose**  To identify, process and recover the cost of RAC attending our members following a road traffic accident.  To provide advice and support to our private and corporate members where required for the recovery process in an RTA situation.  To identify opportunities for personal injury, credit hire and credit repairs services where required by our members to maximise revenue opportunities and ensure awareness of product benefits.  To provide a rounded customer services function for administration of our RAC Legal Expenses product.  **Role Dimension:** Operations  **Working Hours:** Mon to Fri – 8-8pm  **Financial**  **Non-Financial:** All RAC LS Products and provision of services to corporate partners  **Reports to:**  Claims Services Team Manager  **Relationships Internal:** All RAC Colleagues, Senior managers, Customer Relations/Customer services. Breakdown Assistance Centre  **External:** Individual and corporate customers, RAC appointed solicitors, Insurance companies and brokers.  **Breadth and Depth of job**  A driven individual committed to playing a key role in contacting insurance companies and individuals to support a debt recovery process. To be able to show empathy and contact our members following a RTA. You’ll need to ensure all members are treated fairly and claims are processed to set standards. To ensure there is an accurate audit trail for every claim that is processed. | | **Outcomes**    Take incoming and make outgoing calls relating to Legal Services products and services, including Accident Care, Legal Care Plus and Roadside invoicing whilst achieving internal service levels.  Support the team by managing workloads to ensure delivery of internal key performance indicators relating to case handling and calls in line with KPI’s which are set by the business  To keep up to date with change in processes and ensure the team are briefed, trained and supplied with training manuals.  To ensure that all activity is logged on our case management system, capturing accurate and relevant information.  Handling of escalated complaints in line with Legal Services complaints procedure. Strong focus on 24 hour resolutions.  Contribute to business cash flow by identifying and maximising all recovery revenue opportunities to maximise cash flow for the business and meet objectives  Work to standards outlined by the Financial Conduct Authority, GDPR and other relevant legislation  Administering the Legal Care Plus policy book including midterm adjustments, cancellations and renewals.  Overcome objections for any customers looking not to renew or cancel their policy on the assumption that they understand the policy benefits and value to them of the product.  Sell and renew the Legal Care Plus policy upon request on a non-advisory basis whilst adhering to the PCI and regulatory script/process  **Ancillary Tasks**  To assist the Claims Services team manager with any tasks/duties that a rise  Any other ancillary task required by the department as business support. | | **Skills/Knowledge/Experience**  **Specialist Knowledge**  Basic understand of the RTA insurance process  Basic understanding of motor liability  Accident Care and Legal Services processes to identify invoicing opportunities.  Basic understanding of Legal Expenses Insurance  **Desirable Experience**  Basic understand of GDPR, LASPO other regulatorily bodies  Knowledge of RAC products and services, including Accident Care and Legal Care Plus .  Good working knowledge and application of liability, motor and insurance claims with a good sales technique and ability to manage objection  Experience of working in a credit control team  **Essential Experience**  At least 3 months experience of working within a call centre  Experience working within a team in a customer-oriented environment  A broad range of Microsoft skills | | **Capabilities/Strengths:**  Need to exhibit behaviours consistent with RAC core values:   * Handle it together- You’ve worked as one team, showing fairness, respect fairness and integrity. * Exceptional Service- You’ve delivered excellent results and service, every time * Raise the bar- You’ve always looked for better ways to be even better * Own it- You are empowered to take action   **Key Competencies required for the role**   * Customer Focus – Level 2 * Judgement & Decision Making – Level 2 * Continuous improvement – Level 1 * Interpersonal and Influencing skills – Level 2 * Team Working - 2 |