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| **ROLE Title:** Renault Customer Service Advisor |  | Date: | | May 2023 | |
| **GRADE:** 6 |  | Business Unit: | | Branded Services – Business Roadside | |
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| Role | Need to Do | | **Need To Know** | | **Need to Be** |
| **Role Purpose:**  To play an integral part of delivering world class customer service to Renault UK customers and dealerships.  Receive and handle all contacts from Renault customers and dealerships and stakeholders.  Manage all cases to resolution, acting as a champion for the Renault and Dacia brands to maximise customer experience and minimise customer effort.  Actively respond to feedback provided to facilitate improvements in own delivery of the customer journey.  Utilise allocated admin time to progress customer cases efficiently and effectively, being pro-active in providing updates to customers and using own initiative to reach solutions.  **Role Dimension:**  Financial:  Goodwill budget management – individual authority level £xx  Non-Financial:  Contractual KPI’s and department & individual quality measures to be achieved  Reports to:  Team Manager – Renault UK Contact Centre  Relationships:  Internal:  All colleagues within RAC  External:  RUK All departments and colleagues  RUK approved dealerships and staff  RUK suppliers  RUK Customers | **Outcomes**   * Handle customer enquiries and complaints from Renault and Dacia customers. Representing the brand and delivering world class customer experiences. * Fulfil promises to customers by establishing agreed timeline for contact / update, providing clear and concise updates to facilitate the ongoing management of the customer case. * Ensure clear and concise notes are captured on cases, allowing other colleagues to be able to deliver updates to customers and reduce potential for chase contact. * Manage complaints from start to finish, observing RUK’s approved processes and ensuring accurate case coding to support development of business insight * Manage complaints and enquiries by using a variety of channels that include voice, Live Chat, e-mail and SMS platforms. * “Close the Loop” by gauging customer satisfaction on resolution of the case, revisiting the case if necessary, to ensure that all potential scenarios for case resolution have been explored. * Deliver 5-star VOC (Voice of Customer) scores after customer interaction, case progression and survey promotion. * Robustly manage hire costs following alternative vehicle solutions provided to customers, ensuring that costs are processed correctly and not unnecessarily. * Recognise opportunities to generate additional revenue on behalf of the client through lead generation and confidently talking about vehicle range within the brand. * Communicate clearly and accurately with the dealer network, recognising them as a customer that supports the retail customer journey. * Manage complaints to ensure that cases over 5 business days do not exceed 5% of overall volume. * Utilise documented escalations processes timely and correctly to avoid delays on customer case progression when faced with blockers. * Think creatively in the provision of goodwill to customers and ensure that all goodwill costs are recorded correctly and accurately on customer cases. Ensure that goodwill is managed within thresholds of own allocated budget. * Attend training to build and update product and process knowledge whilst meeting targets on knowledge measurement platform of:   + Engagement – 99%   + Knowledge – 80% * Capture customer details and activity accurately in Renault systems * Assume other tasks upon reasonable request to support business needs. | | **Skills/Knowledge/Experience**  Experience in working in a customer service environment involving complete ownership for the customer and managing complaints from beginning to end.  Knowledge of customer service contact channels – face to face, social, phone, email etc and be confident in all  Excellent use of spelling, punctuation and grammar in all written communications to customers  Keep calm under pressure and recognise occasions where application of a different approach is required.  Ability to handle and resolve customer conflict effectively  Confident and friendly telephone manner  Tenacious, friendly and outgoing personality  Values driven to always delight your customers | | **Capabilities/Strengths:**  Need to exhibit behaviours consistent with RAC core competencies  **Continuous Improvement**  Identified the processes needed to make things happen in a quality-orientated way - 1  **Customer Focus**  Dedicated to meeting and exceeding the expectations and requirements of all customers - 2  **Developing Self and Others**  Has the ability, and interest, to take responsibility for own development and actively encourages and supports the development of others – **1**  **Achievement Drive**  Seizes opportunities to achieve and exceed both business and personal objectives - 1  **Team Working**  Works co-operatively and productively with all colleagues - **1** |