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| **Customer Service Specialist - Motability** |
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**Purpose**

To provide a responsive, consistent and high quality telephone service to Motability customers broken down and to work to continually improve the quality of service delivered.

**Background & Knowledge**

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| * Experience within a customer service/call centre environment * Ability to work in a pressurised environment working quickly and effectively to meet required standards * Excellent oral communication skills * Ability to work as part of a team to meet business unit objectives * Good interpersonal skills – empathetic, flexible and friendly approach * Good keyboard skills * Map reading skills |

###### Additional Information

Customer Service Specialists will be required to answer incoming calls providing emergency breakdown service and handling queries. They will be required to deal with non-members and potential customers by offering membership at competitive rates.

**Key Accountabilities**

* To answer incoming calls customers broken down at the roadside, to take full details of the breakdown, establish the driver’s entitlements and requirements.
* Deliver a responsive, consistent and high quality telephone service using structured calls and accurate information.
* To answer incoming calls regarding the member’s current policy, and answer queries relating to policy details
* To constantly maintain and update product knowledge in order to provide effective service and advise customers correctly.
* Contribute to organisational goals through the delivery of service excellence and the achievement of agreed individual and team measures
* To offer sales to non-members calling in a breakdown situation, or offering upgrades to existing members with incorrect entitlement.

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| Key Competencies |
| * Customer Focus – level 2 |
| * Interpersonal and Influencing skills- level 2 |
| * Continuous Improvement – level 2 |
| * Team Working – level 2 |
| * Judgment and Decision making – level 2 |