**Role Title: Technical Support Engineer Job Family: Customer Care Business Unit: Customer & Marketing Grade: B Date: July 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role purpose:**  The purpose of the **Technical Support Engineer** is to provide impartiality on the outcome of damage and other technical related complaints with a view to mitigating financial risk in the event a customer makes a claim or takes RAC to Court.  **Responsible decision output for spend of £1.2m of damage complaints.**  **Financial:**  Provide technical support to complaint handlers within defined timescales to mitigate financial risk to the business and deliver complete peace of mind to our members.  A **Technical Support Engineer** will reduce operating costs and increase efficiencies by making technical decisions to get the best outcome for the customer and the business.  **Non-financial:**  Working hours will be shifts that cover opening hours 8am-6pm Monday-Friday, Weekends 9am-5pm.  **Reports to:**  Team Manager  **Relationships:**  Relevant stakeholders within the business include but are not limited to: member facing colleagues, people managers, compliance and risk colleagues, insurance, and corporate managers.  External stakeholders include contractors, insurance, and corporate partners. | **Exceptional Member Outcomes:**  Although the scope and focus of the day-to-day activities within the role will change dependent on business requirements, the following should be considered the core activities:  **Primary Activity**   * Provide guidance and direction to Customer Care colleagues in relation to specific technical cases. * To provide quality and accurate technical opinion and advice based on facts and information available, arising either in defence or settlement of claims against RAC * To assist legal defence, Team Managers and key Business Stakeholders considering evidence, probability of commercial risk and commercial impact. * Influence of garages and suppliers involved in complaints to ensure consistency in pricing, billing processes, response times and the service provided to members. * Prioritisation of own caseload of complaints to mitigate financial risk * Act as key point of contact with any cases involving the FOS where technical expertise is required.   **Additional Value Outputs**   * Identification of trends and Root Cause Analysis of technical complaints. * Act as Liaison between the technical teams and Customer Care to ensure own technical knowledge is up to date and to relate that technical information to the Customer Care team in a way that can be understood by people without the same technical knowledge. * Liaise with business Patrol Team Managers and contractor managers to identify opportunities to drive down RCA of complaints and manage performance. * Advising of any changes in trends in performance and trends within technical claims, also keeping abreast of technological developments internally and within the wider marketplace * Representation of Customer Care as required when technical knowledge is required, this may involve but is not limited to attendance at meetings, creation of reports to address any key areas of concern.   **Compliance and Continuous Improvement:**   * Completion of annual Essential Learning and Continuous Professional Development. * Demonstration of knowledge of front-line processes, highlighting areas of improvement. * Be a subject matter expert, offering advice and guidance to improve the member experience. * Demonstration of knowledge of FSA requirements, maintain this by having up to date knowledge on current processes, procedures, call scripts and compliance processes.   **Additional Activities:**   * Act as a liaison between technical and roadside teams to ensure your own knowledge and that of Customer Care is up to date and accurate. * Complete training workshops as required within Customer Care to support colleagues’ personal development and ability to deliver exceptional and consistent member outcomes. * Undertake additional activities as required, including but not limited to handling calls or supporting other departments and when doing so deliver against the metrics and processes for that area. | **Skills, Knowledge & Experience**   * Excellent listening and communication skills. * Self-motivated and a self-starter. * Resilient and determined * Passionate about RAC, our products and brand. * Dynamic, flexible, and adaptable to change. * Excellent interpersonal and stakeholder skills. * Results oriented with personal accountability * Excellent attention to detail, quality and control * Ability to present technical solutions/issues to both technical & non-technical people   Must have a high level of motor vehicle diagnosis and repair experience including the use and understanding of workshop diagnostic equipment.  Should have a good level of computer literacy.  **Qualifications:**   * Experience of working in a related technical environment is a must. * Minimum NVQ level 3 motor vehicle engineering or equivalent * Preferred master/diagnostic technician qualification. | **Competencies:**   * Interpersonal & influencing – L3 * Achievement Drive – L3 * Judgement & Decision Making – L3 * Customer Focus – L3 * Continuous Improvement – L3 * Commercial Awareness – L3 * Specialist Knowledge – L5 * Team Working - L3   **Exhibit behaviours consistent with RAC core values:**   * **Handle it Together** * **Exceptional Service** * **Raise The Bar** * **Own It** |