

Job Description

Customer Support Advisor

Location: Home/Office	Department: Customer Support
Level: Team Member	Line Manager: Team Leader

Primary Purpose and Function

To efficiently and effectively manage a case load of motor claims during the period in which Customers are utilising our hire vehicles.

Key Accountabilities

- Once a customer has been placed into a hire vehicle to manage the hire process including quality checking claims to ensure no delays have occurred which would/or could affect the recovering of our hire charges
- To accurately assess claim status and documentation on receipt of assigned claims to ensure claims are managed in the most efficient manner.
- To correctly validate claim type (whether credit repair, third party or Policyholder Insurer) to ensure repair work is authorised appropriately.
- To verify all relevant and correct documentation is received to correct standard and recorded on the claim.
- To effectively monitor the timely processing of assigned motor claims to deliver agreed targets, customer expectations and business objectives.
- To liaise with external partners including Third Party Insurers, Policyholder Insurers, Solicitors, Referrers and Repairers with a view to progressing and actively managing the claim and positively influencing those involved
- Maintaining effective contact with the customer keeping them updated and dealing with any issues or problems that may arise during the hire period.
- To ensure all costs associated to the hire period can be billed and recovered through efficient claims management or accurate notification of justifiable delays.
- To work in accordance with industry regulations and protocols which include GTA (General Terms of Agreement), and ABI (Association of British Insurers) guidelines, openly demonstrating an understanding of both, through accurate and timely decision making.
- To work with colleagues internally to present good quality recoverable claims.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience within fast paced customer service role - ideally phone-based customer service environment preferred.
- Clear verbal communication skills
- Demonstrable proven negotiation skills

- Good written communication skills, capturing a clear logical summary of situations.
- The ability to prioritise, recognising importance and urgency and work to tight deadlines.
- Ability to work under pressure.
- Able to work on own initiative as well as support team and departmental goals and objectives.
- Knowledge of the ABI, GTA (General Terms of Agreement) would be advantageous but not essential.
- Results driven and tenacious.
- Demonstrable experience of achieving against targets.
- Adaptable, tenacious self-starter who is results orientated
- Competent with using (MS Office) and inhouse systems.
- Excellent Customer Service ethos including empathy skills.
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.