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| **Job role details** | | | |  |
| **Job Title:** Consumer Contact Advisor (Customer Service) | | **Responsible to:** Consumer Contact Manager | | |
| **Name of Current jobholder:** | |  | | |
| **Role overview:** | | | | |
| The Motor Ombudsman’s mission is to provide the best ombudsman & dispute resolution service through passionate, engaged people, driving excellence in customer service across the automotive sector.  We take PRIDE in what we do, and are committed to our values:  ***P****ositive*  ***R****espectful*  ***I****mpartial*  ***D****ynamic*  ***E****mpowered*  As the newest permanent member you will be working in a high-volume contact centre environment, within a friendly and professional customer service team. You will be required to be working partly from home and partly in the office. The office is located in Central London, Westminster. As a member of the Consumer Contact Team, you will play a crucial role within our ADR service, ensuring care, empathy and an excellent service experience is provided to consumers and accredited business whilst delivering against set targets and KPIs.  TMO is an equal opportunity employer. We are committed to diverse and inclusive recruitment practices that ensure equal opportunity for everyone and all qualified applicants will receive consideration for employment regardless of race, colour, nationality or ethnic or national origins, sexual orientation, mental or physical disability, religion or belief, age, sex (including gender reassignment) or marital or civil partnership status. We encourage applications from all backgrounds and will happily make reasonable adjustments to always ensure a fair process. The company is pleased to provide such assistance, and no applicant will be penalised as a result of such a request. | | | | |
| |  | | --- | | Main responsibilities and duties: | | * Manage a high volume of enquiries via inbound calls, email, Web2Case, post and fax. * Provide an outstanding level of customer service that champions empathetic language, adapting to different forms of operating/communication styles and implementing strong active listening skills. * Assess if the complaint received falls into TMO remit and inform the consumer accordingly. * Provide updates to consumers with existing cases via phone/email/post. * Provide accurate advice of referring consumers to the appropriate bodies to assist when outside of TMO remit. * Accurate capture and logging of all mandatory data to quality requirements * Any other ad-hoc or admin duties as required. * Meet and exceed TMO Customer Service levels, Targets and KPI’s * Operate within TMO values framework, processes and relevant TMO timeframes, OA Policies, and UK consumer law | | | | | |
| **Person Specification: *Experience, Knowledge and Skills*** | | | | |
|  | ***E****ssential* | | ***D****esirable* | | |
|  | * Minimum 2 years’ experience in a Customer Service Contact Centre role * Strong ability to adapt to different communication styles and understand individuals needs * Ability to communicate clearly both written and verbally * Ability to remain calm in a fast-paced and challenging environment * Excellent attention to detail * Embrace and uphold TMO values * Excellent time management skills * Ability to work to individual, team and department targets and KPI’s * Highly self-motivated individual with a positive and proactive attitude that can work in a team or under own initiative | | * Basic knowledge of ADR, Consumer Rights Act, Consumer Law, Sales of Goods Act * Experience of using CRM systems such as Salesforce and Zendesk * Technical knowledge of motor vehicles * Previous experience within the motor industry, including within manufacturing or dealership | | |