

Job role details

Job Title: Case Administrator

Responsible to: Lead Adjudicator

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:

Positive, Respectful, Impartial, Dynamic, Empowered.

As a member of the Dispute Resolution 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 businesses whilst delivering against set targets and KPIs.

You will be responsible for your own caseload, triaging and collating cases under TMO's remit, engaging with consumers and businesses to provide information and assistance, as well as gathering evidence to ensure the cases are processed appropriately.

This is an extremely hands-on customer-facing role, where verbal and written communication is key, and achievement of service levels are paramount. You will enjoy working under pressure, be inquisitive by nature, have superb organisational skills, and a passion for delivering exceptional customer service.

Person Specification: *Experience, Knowledge and Skills*

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Ability to multi-task • Excellent attention to detail • Embrace and uphold TMO values • Excellent time-management skills • Excellent organisational skills • Able to communicate clearly at all levels with a good standard of spoken and written English • Ability to work to individual and department targets and KPIs • Highly self-motivated individual with a positive and proactive attitude that can work in a team or under their own initiative • Able to adapt communication style for customer's specific needs • A team player, with great interpersonal skills • Proficient in Microsoft Office applications 	<ul style="list-style-type: none"> • Basic knowledge of ADR and consumer law • 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 dealerships • Previous case-handling or complaint management experience

Main responsibilities and duties:

- Provide a professional and efficient service that champions empathetic customer care, including listening skills
- Take responsibility for your own caseload, including triaging cases in an effective and timely manner
- Ensure cases are progressed in line with the criteria set by TMO
- Ensure accurate capture and logging of all relevant data
- Understand the needs of vulnerable customers, such as prioritising cases under TMO's vulnerability framework where necessary
- Complete introduction calls to both business and consumer
- Gather the relevant evidence and information to complete case files
- Be the central contact for your cases from submission until resolution
- Communicate clearly and with empathy in written and verbal forms
- Route cases according to a set criteria
- Operate within TMO service levels, Values framework, processes, OA policies, and UK consumer law
- Any other ad-hoc or admin duties as required
- Any other tasks as required by the business

We offer:

- Flexible Working
- 25 Days Annual Leave
- Performance and Company Bonus Scheme
- Hybrid working Policy: 1 day a week in the Office
(Maximum 8 days in the office per month)

Further responsibilities

	Level 5-4	Level 3-2	Level 1
Customer Focus	4		
Communication	4		
Continuous Improvement	5		
Working Effectively	5		
Problem Solving & Decision Making	5		
Teamwork	5		
Specialist	5		