



CUSTOMER SERVICE

Our Customer Service team members are part of our Drivers Clan. Born multi-taskers, these clan members will be responsible for keeping our clients cases moving. A Driver offers exceptional customer service at all times and support for clients via inbound and outbound contact so that each claim progresses over the finish line with the best possible outcome for all. Drivers always maintain a great rapport with clients and colleagues, leading sometimes difficult situations smoothly and with grace.

Our Customer Service colleagues work from a dialler based call management system, contacting and responding to clients on a wide range of topics. You will use your customer contact skills and product knowledge to achieve the critical tasks needed to achieve the results we need and ensuring our clients receive a brilliant experience along the way.

A DAY IN THE LIFE

A typical day could look like this:

- Starting the day with a team buzz to review previous day results and the objectives of the day
- Making outbound calls driven by case management system and telephone dialler
- Engaging with clients to update, chase and progress their cases
- Undertaking questionnaires and structured conversations to gather business information
- Answering inbound calls from clients, suppliers and wider business contacts, taking messages and directing calls
- Responding to queries and questions from clients on their cases
- Updating systems with notes and summaries of calls
- Working within business processes and product information
- Attending 121; reviewing and discussing performance
- Supporting other teams with other tasks (if cross skilled) to help in peak demand times

DRIVER SKILLS

- Steadfast
- Multi-taskers
- Knowledgeable
- Customer Service Experts
- Great Drivers have the following skills
- Positive, cheery can-do nature
- Passionate about delivering fantastic customer experiences
- Great listeners
- Really strong and clear communicator
- Influencing skills to get clients
- Can often listen and accurately type/ data entry at the same time
- Can multi task and adapt
- Team players who help their Clan achieve goals and targets
- Can follow structured processes with consistency and accuracy

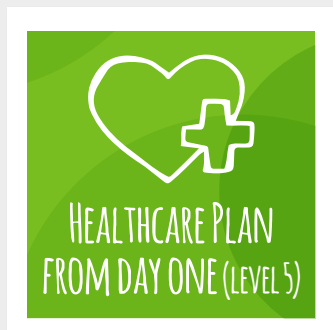
"Since joining the company my success and achievements have been recognised. I feel my achievements and progress are genuinely appreciated and recognised."



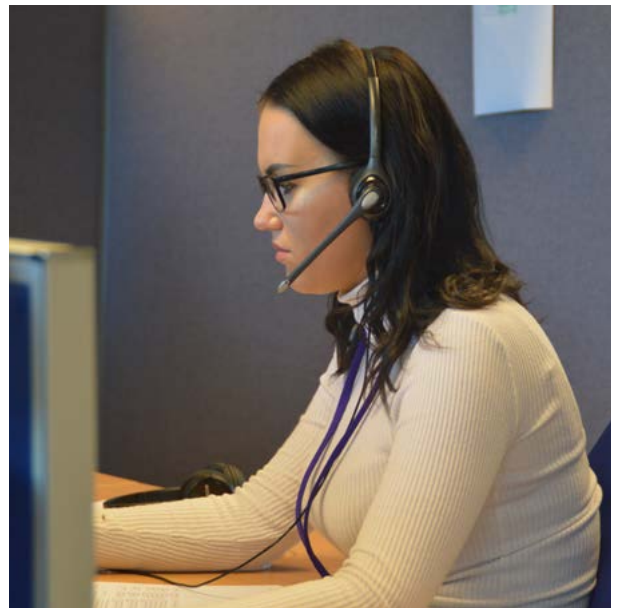
ENTITLEMENTS & STAFF BENEFITS

We believe our calibre of staff is the reason why our business grows. From healthcare plans and professional development to big nights out, we invest in our people at every opportunity:

- 20 days annual holiday (increasing by one day each year up to 25 days)
- Shutdown between Christmas and New Year
- Seven day induction programme
- Six months probationary period
- Buddy' programme mentoring scheme
- Healthcare plan from day one
- Internal career progression across in-house training programmes
- Employee recognition – awards and cash bonuses given for outstanding staff performance
- Staff referral scheme with cash incentives
- A certificate of achievement each work anniversary
- A personalised long service award after five years of service



"Since joining the company my success and achievements have been recognised. I feel my achievements and progress are genuinely appreciated and recognised."



THE PERKS

- Free onsite parking
- Kitchen facilities with free brew supplies
- Great nights out
- Dress-down Fridays
- Community links through fundraising
- Onsite tuck shop and mobile butty vans
- Great links for the motorway and train station
- Childcare voucher scheme
- A short walk to local shops and eateries
- A birthday cake on your special day

