



Location: Cardiff
Department: Operations – Customer Services
Direct Reports: 0
SMCR: No

Contact Centre Agent

Reports to: Contact Centre Manager

The Contact Centre Agent at Stellantis Financial Services will be responsible for delivering high-quality service to all customers. This role involves managing and resolving a wide range of customer enquiries with professionalism and care, making sure each interaction meets the company's standards. The successful candidate's commitment to providing exceptional support will contribute to fostering positive relationships and enhancing customer satisfaction within the Contact Centre environment.

ROLE DELIVERABLES

- Manage incoming communication and where appropriate, resolve in line with company policy and service levels.
- Develop and maintain appropriate knowledge of products, procedures, policy, legislation, and technology.
- Communicate with customers, Retailers, and other departments to make sure a high-quality service level is maintained.
- Make sure all customer related data is accurately recorded.
- Show a positive attitude to all team members by being loyal and fully committed to team objectives.
- Take on all tasks and responsibilities as requested.
- Demonstrate flexibility and the ability to work in all areas of the department, to cover seasonal peaks in volume of work and as workload requires.

JOB CHALLENGES

The Contact Centre Agent will manage large volumes of calls and administration requests and work to tight deadlines. Additionally, the successful candidate will be required to make sure that all actions follow internal policies and external regulation. The successful candidate will need a thorough knowledge of all financial products offered to our customers, related services and of the relevant FCA and FOS rules and regulations.



EMPOWERMENT

The successful candidate will be required to have a large product knowledge base and be familiar with all processes to deal with each call on an individual basis. This will allow them to make decisions on the best course of action, referring to a Team Leader for best practice or advice as appropriate.

There will be a set of guidelines and procedures that will need to be followed as part of this role. Key performance indicators will be shared, monitored and the successful candidate will be measured against these.

BUDGET RESPONSIBILITIES

None.

WORK RELATIONSHIPS

This role will work within the Contact Centre team and work closely with colleagues in the wider Operations department.

CANDIDATE PROFILE

Foreign language skills:

- None required for this role.

Professional qualifications, vocational training, education level:

- 5 x GCSEs 'A-C' level, including English and Maths required.
- 'A' levels or equivalent desirable.

Previous experience required:

- Experience in a Customer Services environment is essential.
- Excellent communication skills with the ability to liaise and communicate with all levels of colleagues and customers is essential.

Person characteristics required:

- Excellent customer services skills.
- Ability to communicate effectively by letter, email and telephone, to achieve clarity amongst colleagues and for our customers.
- High level of listening skills and the ability to determine relevant information.
- Ability to prioritise and multitask.
- Ability to adapt to change.



CAREER PATH (PRE & POST)



This position would constitute a lateral move for people who have held the following positions:

- Collections Administrator, Validation & Funding Administrator, Cashier Administrator.

On leaving this position, a job that would be considered a promotion is:

- Customer Services Senior Advisor, Customer Services Team Leader.