



## **JOB DESCRIPTION:**

### **Customer Services Associate**

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#### **Job Title:**

Customer Services Associate

#### **Main Purpose of Job:**

As a Customer Service Associate, you will quickly find yourself at the front and centre of activities to assist our customers through our automotive website. Key responsibilities will include helping customers with simple tech support, answering general queries, and providing feedback. You will be able to get involved in both product meetings and platform training sessions. Working in a scale up means you will work closely with colleagues from across the organisation, from customer service to product and tech, and will have plenty of opportunity to learn and develop skills. We are excited to bring on the next member of the Operations team and look forward to finding someone who is looking to work and grow with us.

Our current working arrangement is flexible, with homeworkers expected to attend our Cardiff office at least once a week.

#### **Responsible to:**

Head of Consumer Operations

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#### **Main Tasks of Job:**

- Deliver excellent customer service across phone, email, and web chat.
- Monitoring mailboxes and ensuring customer contact processes are followed.
- Focus on improving customer satisfaction.
- Suggesting process or platform improvements e.g. review and implement chat bot functionality or similar to improve customer experience.

#### **Requirements and skills**

- Enthusiasm for service improvement.

- Self-motivated with a passion for excellence.
- Computer literate.
- Fluent in oral and written English.
- Experienced using MS tools (Outlook, Word and Excel).
- Familiarity with working in an FCA regulated environment.

**Benefits:**

- 25 days annual leave.
- Buy & sell up to 5 days annual leave.
- Birthday days off.
- Hybrid working.