

Contact Centre Team Member

Job Description

Do you want to work in a relaxed, friendly professional environment where growth and development is key to the success of our company and individuals? Here at RSA Motability we are looking for compassionate, approachable and determined people to become members of our team, which is situated in our newly refurbished office space located in the heart of Liverpool's Commercial District. As a multi-national insurance company with over 300 years of history we are dedicated to providing the best service to our customers, by bringing the best people together and enabling them to be their best every day. Staff retention is important to us and can be seen throughout the company, our staff members feel secure in their roles and prefer to progress rather than leave.

Role Requirements

If you are successful you will be working in a contact centre environment in either our Customer Service Team or our New Claims Team, our experienced team leaders will place you in the most suitable department according to your skill set and individual qualities. RSA Motability provides insurance for the Motability Scheme, which is an affordable, worry-free way for people with disabilities to lease a car or powered wheelchair. You will be the first point of contact for any insurance or claim queries.

Responsibilities

No contact centre experience is necessary as a comprehensive induction programme is provided, as well as ongoing support, enabling you to become a valued team member with opportunities for development and progression. As a Contact Centre Team member your main responsibilities will be to:

- Answer incoming calls and deal with enquiries professionally
- Identify customer's needs, clarify information, research every issue and provide solutions and/or alternatives
- Build relationships and engage customers by going the extra mile
- Provide an empathetic customer service, adapting your style where appropriate
- Inputting customer data into various systems

In addition to a competitive salary, our leading benefits package includes: Starting salary of up to £17,500pa depending on experience. Performance related bonus payments paid twice a year of up to 3.5% of your salary 25 days holiday (+bank holidays) Employer Pension contribution of 7.5% with a further maximum match of 2.5% to give up to 10% Life Assurance 10 times base salary Unfunded flexible benefits package including Childcare vouchers, Gymflex, Cycle to work scheme and retail vouchers plus many more Free Tea & Coffee In addition to the above a great work life balance is offered including not working Sundays and Bank holidays.

Apply directly at rsagroup.com or indeed.com