

Job description

Job title	Customer Service Adviser - Omni
Reports to	Customer Service Manager
Location	Basingstoke
Job purpose summary	An exciting opportunity to join and help build a brand new Collections and Customer Service team to support the growth of our Omni consumer finance business. Provide front line service administration support to customers and retailers to ensure that business objectives are met within regulatory and legislative requirements.

Key responsibilities and accountabilities

- Ability to provide front line support on Loan Origination Platform (OmniPort) queries whilst updating Salesforce / OmniPort / Pay4Later / ORCA platforms
- Maintaining integrity of case load; ensuring letters, emails and calls are dealt with and resolved to agreed SLAs and to the highest standard
- Identify, manage and resolve customer complaints to a high standard
- Closely managing all customer disputes with retailers to completion and / or escalation to service manager or Compliance Team
- Completing courtesy calls to customers pre / post completion
- To carry out all actions in accordance with the firms' policy and Service Level Agreements
- Working closely with the other colleagues to ensure that the business is focused on enhancing the customer and client experience while remaining compliant to its regulatory requirements
- Escalation of challenging accounts to Service Manager, both customer and retailer
- Ensure adherence to internal / external compliance and audit requirements
- All other associated duties and responsibilities

Key competencies

- Effective communicator
- Passion for delivering excellent service
- Excellent Interpersonal / communication skills both written and orally
- Problem solving
- Customer thinking
- Accountability
- IT literate
- Embodies company culture and values