



## ROLE DEFINITION

<b>ROLE</b>	Customer Care Executive
<b>DIVISION</b>	IAM RoadSmart
<b>LOCATION</b>	Building 01, Albany House, Welwyn Garden City
<b>REPORTS TO</b>	Customer Care Executive Team Leader
<b>DIRECT REPORTS</b>	None
<b>ROLE LEVEL</b>	TBC
<b>PURPOSE OF ROLE</b>	
<p>IAM RoadSmart is committed to providing an excellent service to its customers, throughout their entire relationship with the organisation from first contact onwards. Our customers include IAM RoadSmart members, company fleet drivers, and driving offenders referred to IAM RoadSmart by courts in England and Wales.</p> <p>The Customer Care Executive will ensure that all customers receive a professional and high-quality service in all of their interactions with IAM RoadSmart: by telephone, email, and white mail or internet enquiries.</p>	
<b>RESPONSIBILITY AREAS</b>	
<ul style="list-style-type: none"> <li>• Answer telephone calls from customers, process and fulfil course bookings for online and on road training orders</li> <li>• Contact customers to promote and book places on IAM RoadSmart training courses</li> <li>• Input information onto the IAM RoadSmart systems namely MRM/DTE/Atlas system, ensuring it is up-to-date and accurate</li> <li>• Monitor the system and maintain and check pending files to ensure outstanding work is completed, including special requirements from clients, outstanding payments</li> <li>• Ensure the Customer care team meet all department KPIs</li> <li>• Maintain a high level of customer service in support of the sales effort</li> <li>• Deliver all outbound initiatives for customer and sales acquisition programmes</li> <li>• Process Trainer and Examiner Administration, Expenses and Diaries</li> <li>• Maintain confidentiality at all times</li> <li>• Book meeting/training venues as required</li> <li>• Complete all training courses in line with the appropriate Standard Operating Procedures</li> </ul>	
<b>CONTROLS</b>	
<ul style="list-style-type: none"> <li>• Ensure that office procedures are adhered to in accordance with ISO quality systems</li> <li>• Liaise with managers on a daily basis</li> <li>• Participate in regular team update meetings</li> </ul>	
<b>KNOWLEDGE, EXPERIENCE AND KEY COMPETENCIES</b>	
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• GCSEs or equivalent in English and Maths, with good numeracy and literacy.</li> <li>• Good IT skills and experience of using Microsoft Office products (Word, Excel and Outlook)</li> <li>• A good understanding of UK geography would be useful</li> </ul>	

### Experience

- At least three months' experience of working in a customer service environment including telephone work
- Excellent data inputting skills
- Knowledge of and experience in using CRM systems

### Key Competencies

- **Customer service** - Is aware of, and responds to, customer needs. Shows interests in and anticipates to customer demands
- **Communication** - Communicates clearly and concisely, paying attention to detail and accuracy.
- **Quality commitment** - Undertakes and completes work to the required level of accuracy. Performs tasks with care, is thorough.
- **Planning and organising** – Schedules activities to ensure tasks or projects are completed on time. Keeps their line manager informed about the progress of tasks on a regular basis.
- **Flexibility** – Responds positively to changing circumstances. Enjoys the challenge of learning new skills and gaining knowledge.
- **Commitment and resilience** - Demonstrates pride and persistence in work, whilst maintaining a productive work/life balance.
- **Teamwork** - Works co-operatively with others.
- **Integrity** - Always acts in a fair and ethical manner towards others.
- **Problem solving** - Recognises and defines problems and issues, proposes solutions to line manager.
- **Eagerness to learn** - Demonstrates curiosity and willingness to acquire new knowledge, skill or experience.

### Other:

- Respects and works well with others and enjoys working in a small and busy team.
- Good telephone manner and ability to write concisely and clearly (e.g. emails)
- An ability to multi-task is essential as you will be updating clients' records while you are speaking to them on the phone
- Willing to work flexible working hours
- Holds a current and valid Driving Licence

NOTE: This role definition is not all-inclusive. Employee will be required to perform other related duties as required.