



Job Description

Card Service Advisor

BCA operates the largest used-vehicle marketplace in the UK and Europe operating in 10 countries, 60 different locations, selling 1.3 million vehicles per annum. BCA touches over 3.5m vehicles a year as it provides services along the vehicle life cycle from port to dealerships for new vehicles to refurbishment and logistics for used vehicles and the core re-marketing and auction operations.

Main purpose of job:

To provide support to BCA and customers by ensuring the increasing demands of new Buyer accounts and renewing Buyers are processed efficiently and accurately, whilst ensuring targets are achieved.

Main Responsibilities:

Demonstrate the departments values and behaviours.
Process all BCA Trade buyer accounts, verifying documentation and applications.
Filing of Application forms/documentation.
Ensure customer details held on file are up to date and accurate on BCA Internal systems.
Produce and despatch extracts for the production of the buyer account cards.
Provide information and advice to any customer enquiring about the BCA Trade buyer account and BCA's services via the telephone or email.
To promote our range of sales and services to existing and new buyers.
Any other adhoc duties as required by the Card Services/Customer Services department.
Where required, liaising between internal departments and customers.
Represent BCA in a professional and responsible manner

Working Hours

Monday to Friday 9.00am – 5.30pm

Salary

£17,000

Essential Criteria

Able to accurately enter data.
Ability to build good customer relationships.
High Standard of Customer Care.
Good telephone manner.
Good listening skills.
Good communication skills.
IT Literate - basic knowledge of Excel required.
Organised with good time management
Able to work as part of a team.



Working for BCA

We have been bringing together buyers and sellers for nearly 70 years. Starting in 1946 as Southern Counties Car Auctions, we were one of the first companies to let people across the UK buy and sell a wide range of cars at auction, from budget run-arounds to exotic imports.

Working for BCA you will receive;

Benefits include a minimum of 31 days holiday Inc. Bank Holidays

Company pension scheme

Internal promotion as much as possible

Excellent Learning & Development training options

Free parking onsite

Cycle to work scheme

Subsidised onsite restaurant

Reward scheme that offers online and high street discounts

If you're looking for a career that has great teamwork, training, rewards, long-term scope and is going places - apply now!

To apply please email your CV to recruitment@bca.com