



## Job Description

### Customer Claims Advisor - Manchester

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.

This is an exciting opportunity to join British Car Auctions, a fast paced company that really values your skills and hard work - a chance to work for the BCA Customer Claims Contact Centre, a positive and focused team working for Europe's largest vehicle remarketing company.

#### **Main purpose of job:**

Working within the Customer Claims team you will be handling inbound calls/emails from customers reporting initial claims. Processing claims accurately, efficiently and working collectively to deliver excellent customer service and ensure customer satisfaction.

#### **Main Responsibilities:**

- Working to KPI's and performance targets you will provide a fast, efficient and accurate claims registration service at the highest of standards.
- Use questioning skills, data-gathering and decision making to ensure justified claims are submitted and invalid claims are rejected.
- Identify and manage 'low level' claims by resolving without the need for escalation, following the recommended call structure/guidelines and delivering a high level of customer satisfaction.
- Understand the process of the claim so you can clearly communicate the next stages and adequately manage customer expectations.
- Responsible for the effective completion of all routine front desk duties and ensure all relevant inward/outward correspondence is added to each claim file and notes are recorded accurately.
- The confidence to think on your feet and the flexibility to adapt to a wide range of customers, you have the natural ability to treat each customer as an individual, demonstrate Treating Customers Fairly when handling calls and claims.
- Ability to deal with conflicts positively. Handle and resolve any low level customer dissatisfactions that do not require escalation.
- Act on Net Promoter Score (NPS) and customer feedback by engaging with customers to gain more insight to improve our customer's journey and experience.
- Providing information and advice to any customer enquiring about BCA products and services.



- You will need to have a flexible and positive approach to tasks and carry out any other reasonable duties at the request of your manager, as operationally required with a team based approach.

### **Essential Criteria:**

Able to demonstrate strong Customer Service skills (listening, communication, empathy)  
Able to work as part of a team  
Experience working within a Customer focused role (Claims environment preferable but not essential)  
Organised with good time management

### **Desirable Criteria:**

Positive attitude and natural curiosity to identify improvements.  
Able to calmly and confidently handle difficult situations.  
Able to work under pressure and meet/exceed targets.  
Able to represent the company professionally and responsibly.

### **Working Hours**

Monday to Friday from 8.30am to 5.00pm

### **Working for BCA you will receive:**

Benefits include a minimum of 23 days holiday

Company pension scheme

Childcare Vouchers

Internal promotion as much as possible

Free parking onsite

Cycle to work scheme

Subsidised onsite restaurant

Reward scheme that offers online and high street discounts

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

For more information or if you wish to apply please email your CV to Hayley at [recruitment@bca.com](mailto:recruitment@bca.com)