



Customer Service Administrator – Partner Finance

The BCA Group 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. BCA Partner Finance provides simple, straightforward and convenient stock funding to BCA Dealers, helping their business to prosper by increasing stocking capacity and liquidity.

This is an exciting opportunity to join BCA Partner Finance, a fast paced company that really values your skills and hard work - a chance to work for the Customer Services Administration Team, a positive and focused team working for Europe's largest vehicle remarketing company.

Main purpose of job:

This role forms part of our Customer Service team, providing administrative and customer service support throughout BCA Partner Finance. The Administrator is responsible for updating a number of in-house systems and records, preparing and processing Credit Applications for the Credit Team, Account opening and delivering an excellent Customer Service level to our internal and external customers via email and phone calls.

Main Responsibilities:

- Handle customer queries via email and telephone including clearance letter requests, credit increases, change of details, 48 hour exception requests, Part-Ex and general enquiries, etc. in a timely, courteous and efficient manner.
- The processing of Part-Ex Vehicle requests, ensuring the correct documentation and information is provided, liaise with the Dealer where required, complete batch control sheets and logs, before forwarding to Credit for a decision. Inform customers of the Vehicle Application decision.
- The preparation of Credit Applications including checking documentation, Credit searches, risk reports and further documentation in line with our Credit Application process, liaising with the Sales Team where additional information is required.
- Chase stipulations for pending Credit Applications, liaise between customer and Area Sales Manager.
- Prepare draft contractual documentation, legal agreements and customer communications from templates.
- Open new customer accounts, maintain records and password management using in-house.
- Handle customer complaints in a timely manner and in accordance with corporate Guidelines and our Complaints procedure. Escalate to the relevant Line Manager when required.
- Update Asset Register with Asset details and assign to relevant ASM before sending to the ASM.
- Manage account creation requests for Dealer Pro and ensure the Dealer is informed of the credentials.



Essential Criteria

- Good knowledge of Microsoft Excel, Word and Outlook;
- Strong communication skills, comfortable dealing with customers and colleagues by phone and email;
- Comfortable working in a small, self-contained team environment;
- Attention to detail is critical as applicants will be working with documentation and systems requiring a high degree of accuracy.

Working Hours

Monday to Friday 9.00am – 6.00pm

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

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!

For more information or if you wish to apply please email your CV to Hayley at recruitment@bca.com