

Customer Acquisition Agent (Warrington)

A bit about the role:

Our Customer Acquisition Agents own the progression of our customer applications. They are great communicators who make life easier for the customer, spending time making sure they are making the right decision on the car they have chosen; they understand the financial and legal implications of what they are doing and have the support they need through the process.

Where and when:

In line with the current working environment the role will be working from home until September 2021 and then based at the Warrington site, with the potential of flexible home working when normality resumes. The working hours will be 37.5 across five days of the week. We operate seven days a week. Monday – Fridays 9am-8pm, Saturdays 9am-6pm and Sundays 10am-4pm.

What you need:

We need experienced call handlers who:

- Are experienced in working in a fast paced, changing environment
- Have ideally worked in a regulatory environment and understand Treating the Customer Fairly
- Have outstanding communication skills – they need to be able to use conversational and questioning techniques and be skilled in non-verbal communication too in order to support the customer through the process
- Are able to develop themselves and make suggestions about improving the way we do business
- Are team players and want to achieve results that benefit our customers, our broker network and the business
- Have excellent attention to detail

What we offer in return:

- Competitive salary and performance-related bonus
- Starting holidays of 23 days plus bank holidays, increasing with service

- Voluntary overtime
- Clear development path with training and development
- Occupational sick pay
- Pension scheme
- Free parking and convenient business park location
- Regular charity and engagement activities
- Great amenities on the business park including shuttle bus, cash point, cafes/street food vendors, creche, subsidised gym, yoga classes, cycle facilities and shower

Next steps:

If this sounds like the role for you and you'd like to take advantage of working for a growing company, send your CV and a covering note to Careers@GoCarCredit.co.uk