

## Direct Sales Agent (Warrington)

### A bit about the role:

---

Our Direct Sales Agents ensure that both our new and existing customers know about Go Car Credit products and services. They are driven by delivering excellent levels of customer service and achieving results through our behaviours and doing the right thing for the customer. The best agents maximise conversions from leads introduced through brokers, direct marketing and our renewal channels.

### 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 between 9am and 7pm Monday to Friday including bank holidays and Saturdays 9am – 5pm.

### What you need:

---

#### We need experienced outbound agents 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

#### 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](mailto:Careers@GoCarCredit.co.uk)