

<b>JOB TITLE:</b>	<b>Customer Relations Officers</b>
<b>LOCATION:</b>	<b>Head Office</b>
<b>REPORTING TO:</b>	<b>Customer Relations Manager</b>
<b>DIRECT REPORTS:</b>	<b>N/A</b>

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**JOB PURPOSE:**

To administer and manage complaints and credit files queries. Manage, process and mitigate any potential fines and compensation claims generated through customer complaints procedures. To liaise with external customers treating customers fairly in line with the Financial Conduct Authority "Treating Customers Fairly" Principles.

**PRINCIPAL ACCOUNTABILITIES**

**Manage customer complaints**

- Manage customer complaint mail box
- To liaise with internal departments actioning requests to manage customer accounts
- To Ensure maintenance of the customer data base
- To comply with specified procedures of the department. and company
- To represent the interests of the company in a professional and competent manner.
- To support debt recovery process in line with FCA regulations
- Logging customer complaints onto the customer data base system
- Updating the customer data in respect to complaint status
- Identifying and classifying root cause of customer complaints
- Reading , assessing and responding to customer complaint using standard template documents
- Manage and investigate credit file queries from both reference agencies and customers assessing nature of query e.g. incorrect data. Default or settlement date
- Provide response to query via email and monitor though to satisfactory conclusion
- To take responsibility for risk and compliance within the remit of your role.

This list is not exhaustive and you may be requested, from time to time, to undertake other reasonable duties requested by a Senior Manager or Director, that may sit outside of this Job Description

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**KEY PERFORMANCE INDICATORS**

- Quality of work undertaken
  - Speed and efficiency of work, including response to requests
  - Accuracy of written and verbal reporting to Line Manager(s)
  - Customer and Staff relationships and feedback.
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**Qualifications, Experience and Skills Criteria**

CRITERIA	ESSENTIAL	DESIRABLE
<b>General Education</b>	<ul style="list-style-type: none"> <li>O -Level standard ,CES or GCES or equivalent NVQ (s)</li> </ul>	
<b>Professional/Academic/ Vocational Qualifications</b>	<ul style="list-style-type: none"> <li>Administration and Office experience</li> <li>Customer Relation</li> </ul>	<ul style="list-style-type: none"> <li>Recognised related qualification</li> </ul>
<b>Specific Knowledge</b>	<ul style="list-style-type: none"> <li>Computer literate with knowledge of Excel ,Word, outlook and email</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the financial sector</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>Clear and effective communication skills (written and verbal)</li> <li>Good problem-solving skills</li> <li>Possess ability to prioritise workload</li> <li>Be able to work to tight deadlines to ensure the effective delivery of service &amp; be customer focused</li> </ul>	
<b>Demonstrated Behaviours</b>	<ul style="list-style-type: none"> <li>Works well independently and as part of a team</li> <li>Looks beyond boundaries of own job to support others</li> <li>Shares knowledge and ideas</li> <li>Contributes to a positive team spirit</li> <li>Is enthusiastic and willing to learn and develop</li> <li>Motivate self and others</li> <li>Communicates and liaises with team members and others</li> <li>Respects confidentiality of information</li> <li>Works well under pressure</li> <li>Works within the ISO Quality framework &amp; in line with company policies</li> <li>Works at all times within CSA, FCA, ICO &amp; all other Regulatory Rules &amp; Guidelines</li> </ul>	
<b>Specialist Requirements</b>		<ul style="list-style-type: none"> <li>Willingness to gain a related qualification</li> </ul>



**I can confirm I have read and understand the Job Description.**

**NAME:.....**

**DATE:.....**

**SIGNATURE:.....**

**Please sign and return one copy to the HR department for filing.**