

Customer support analyst

The role is within Evolve. The department manages a portfolio of insolvent debt for high street banks. This is a processing department with a large volume and variety of work streams which the teams must process in line with strict SLA's. The department strives for both quality of service and efficiency which allow the department to operate profitably as well as delivering outstanding service to its clients.

Key responsibilities:

The successful candidate will be responsible for the end to end process of Insolvency cases in line with the department's Service Level Agreements. In the most part, the sorting of information from post (physical & electronic) received in to the business.

The Customer Team is a 2 person team, the work carried out by the team is for our client JP Morgan (Max Recovery) a £3.5m per annum client of the firm, managing over 150,000 active insolvencies etc.

The job holder will be responsible for:

Client/Supplier Relationship Management

Working claims including:

- Processing information from post and other sources
- Analysing information and extracting relevant details to progress claims
- Inputting data onto an in-house system
- Query resolution/Decision making
- Building positive relationships with suppliers
- Provide a good standard of client service through either written or verbal communication
- Making outbound calls to Insolvency Practitioners and original creditors to progress insolvency cases as and when requires
- Processing internal and external reports (using Excel and in house systems)
- Taking inbound calls as and when requires
- Investigate history events on a case by case basis
- General administration

People and Behaviour

- Adhering to departmental policies and procedures
- Focus on customer outcomes and with an understanding and awareness of treating customers fairly
- Assisting other team members as appropriate
- Working as part of a team to achieve team goals and objectives
- Attend training and pursue development of skills and knowledge necessary for the effective performance of the role
- Dealing with customers on daily basis via different means: calls, email and letters.

Profit

- Adhering to quality and appropriate productivity targets
- Working towards personal and team targets
- Ensuring internal and external Service Level Agreements are met

Strategic Value

- Identifying opportunities to exceed client expectations
- Identify and analyse root causes of incorrect event streams

Skills and experience:

We are looking for a candidate with the following skills and experience:

- Ability to work accurately and to a high standard
- Have the ability to make decisions, negotiate and influence
- Excellent verbal and written communication skills
- Administrative skills
- Computer literate and a good working knowledge of Microsoft Office
- Experience of working in an environment of regular change
- Experience with bespoke management systems

Key competencies:

The job holder must:

- Have the capability to communicate effectively to develop working relationships with suppliers and internal and external stakeholders
- Ensure consistency and maintenance of quality standards and have excellent attention to detail
- Effectively manage their workload
- Demonstrate a commitment to company standard processes and have a consistent and proactive concern for process improvement.
- Demonstrate an understanding of compliance/regulatory standards
- Have the ability to collaborate with colleagues, supporting a positive team environment