

United Kingdom Jobs Expertini®

Customer Service Advisor (Portuguese speaking)

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Company: JOB Consultancy

Location: Nationwide

Category: other-general

Portuguese Customer Service Advisor

Up to £25,000 Basic

Hybrid, Office or Remote working options

Monday – Friday Hours, Shifts are between 8am–6pm on a Rota

Working for a great client, we require a Customer Service Advisor who can converse with customers in both English and Portuguese.

The main purpose of this role is to ensure that Accident Claims are dealt with effectively and efficiently, meeting Service Level Requirements and quality levels in line with agreed Targets and Objectives.

Responsibilities Include:

* Manage existing claims efficiently and effectively, dealing with all defined claims tasks required for the New Claims Team following hand-off from the sources

* Adopt a pro-active approach to the role

- * Handle complaints and escalations with sources
- * Be familiar with and adhere to the Company policies
- * Ensure that the New Claims Team and individual targets and objectives are met
- * Actively encourage the sharing of technical knowledge throughout your team and across the business
- * Respond promptly and pro-actively to incoming telephone calls and correspondence by use of telephone, e-mail and letter
- * Ensure compliance with all regulatory requirements (including but not restricted to Treating Customers Fairly, DPA, Complaints and FCA legislation)
- * Ensure that complaints are handled immediately and escalated when necessary to the Customer Services Manager in line with company guidelines
- * Ensure that data is captured accurately and comprehensively, completing all relevant fields in Proclaim
- * Undertake any other duties as requested by the Line Manager or other Senior Staff within the business

Experience Required:

- * Previous claims management experience helpful but not essential
- * Understanding of our products, services, philosophies, systems and organisation
- * Knowledge of hierarchy and escalation protocols

* Excellent technical claims knowledge

* Excellent organizational skills

* Strong IT skills. (XLS)

* Excellent analytical and problem solving skills

* Displays good time management skills

* Able to interpret MI and use data to improve team and individual performances

* Excellent interpersonal skills, comfortable to communicate at all levels

* Excellent negotiation skills

* Ability to make complex issues simple

Interested, apply now for immediate consideration

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Generated on: 2024-05-03 by Expertini.Com