United Kingdom Jobs Expertini®

TSU Call Handler (Plymouth)

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Company: Continental

Location: Ivybridge

Category: other-general

Job Description

Please only apply if you live within a daily commutable distance of Plymouth, Devon

Respond to customer requests for tyre related breakdown assistance (job taking, job allocation, chase) within agreed targets and timescales.

Delivers a high level of Customer Service on all calls.

Adheres to company work instructions and compliance measures.

Ensures a high level of data quality.

Maintains company quality standards at all times.

Communicates effectively on all levels.

Makes timely decisions within level of authority.

Escalates all issues falling outside of the above for approval / decision.

Uses own initiative when required.

Carries out administrative duties accurately when required.

To undertake other reasonable duties as required from time to time in support of the effective running of C360

Qualifications

Knowledge of the Truck Tyre fleet market desirable but not essential.

Office 365 Knowledge

Professional qualification in Customer Service desirable.

Previous experience in a customer service role.

Experience of working as part of a team striving towards excellence.

Additional Information

Only seeking applications from those that live in the Plymouth area or a commutable distance of lyybridge.

Role is remote based after successful completion of training at the head office (6-8 weeks minimum)

£23, (£

Must have the right to work in the UK.

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