

Role Profile

Role Title: Customer Services Associate
Department: Customer Services
Reports To: Customer Services Team Leader

Purpose of Role: To effectively manage all Customer Services activity in line with company policies and procedures. As part of a growing department, the successful applicant will engage with customers across the full range of mortgage servicing activities and become expert in key workflows within a specialist team.

Key Accountabilities

- Manage the flow of incoming and outgoing calls whilst working to daily targets (team and individual)
- Effectively manage inbound and outbound post
- Ensure all communications are in line with company policies, standards and procedures
- Administer correspondence from borrowers and take the relevant action within agreed time-scales.
- Accurately updating borrower's account on internal systems after each and every call.
- Ad hoc requirements as requested by Manager or Team Leader
- To Treat Customers Fairly at all times
- Ensure that all mandatory training is completed
- Ensure compliance with the FCA Mortgage Codes of Business, Data Protection and Anti Money Laundering Legislation.
- Adhering to company policies, standards and procedures
- Proactively manage own personal development

Essential Skills/Qualifications:

- Clear and confident Telephone manner with the ability to effectively communicate with our customers
- Proven Customer Services telephonic experience, ideally with a Financial Services/Mortgage company
- Good mathematical skills to a minimum GCSE level
- Flexible intuitive approach both to Customer Service and working with the team
- Organised and efficient way of working to be able to manage priorities
- Excellent time management skills and to be able to manage and make effective decisions as and when required
- Display and prove behaviours consistent with regulation and compliance with the principles of the Fair Treatment of Customers.
- An understanding of FCA regulations essential
- Be able to successfully pass a reference and credit check
- PC literate

Our people embrace our values:

Fair - We are open minded and make unbiased, consistent decisions

Accountable - We take ownership of situations so that our customers experience efficiency

Customer first - We understand what our customers want and build strong relationships

Transparent - We communicate clearly and concisely, ensuring that we are open with information