



JOB PROFILE

# CUSTOMER SERVICE AGENT

› OUR VALUES

CUSTOMER FIRST

TEAMWORK

KEEP IT SIMPLE

EMBRACE CHANGE

**YOUR Check List**

**Job title**

Customer Service Agent

**Location**

UK wide

**Customer Service Agent**

Pass

 **THE POSITION**

Customer Service Agents are the first point of contact for our customers, turning enquiries into reservations either over the phone or face to face. Our nationwide van hire network and fleet size means we can guarantee customers a vehicle from our standard fleet with as little as four working hours' notice if they are within 25 miles of a Northgate branch - so things can get pretty busy here! There's a constant stream of calls, deliveries and collections so you'll need to enjoy organizing people and paperwork in a fast paced environment to make sure everything runs smoothly. We treat our customers with the utmost care and attention and your 'can do' approach will deliver the excellent service our customers have come to expect. You'll also keep an eye on the bigger picture to spot opportunities to make things even more efficient and communicate across the site team to keep up our high standards.

 **KEY RESPONSIBILITIES**

- Communicate positively with customers and colleagues to deliver great vehicles to our high standard
- Answer customer calls promptly and process reservations efficiently
- Demonstrate a friendly, positive and professional approach and respond to customers with the utmost care
- Assist in controlling deliveries and collections to maximize driver / geographical efficiency and reduce cost
- Ensure all hire / collection paperwork is completed promptly and accurately
- Escalate any issues as appropriate ( e.g. vehicle damage) and complete the appropriate paperwork
- Carry out quality checks to ensure all vehicles achieve our required high standards
- Collaborate with workshop administrators to manage VOR vehicle processes
- Highlight any business to business users to the commercial team
- Where customers provide their own insurance check documentation and update the AX system
- Resolve invoice queries in a timely manner
- Contribute to the successful achievement of brand targets and support business growth
- Maintain a healthy working environment – make visitors/ customers aware of health and safety processes

 **YOUR QUALIFICATIONS & EXPERIENCE**

- Experience in a customer service / customer facing role essential
- Competent user of MS Office products essential
- GCSE Maths and English or equivalent essential
- Driving Licence essential
- Experience in the motor industry is ideal, vehicle fleet or rental experience helpful
- BSC Level 1 Health and Safety ideal

 **GEARED UP? ARE YOU...**

- Able to thrive in a busy environment?
- A real all-rounder and team player?
- A good communicator who enjoys customer liaison?



**Package**

- Competitive salary
- 23 days holiday plus bank holidays

- Pension plan
- Life assurance
- Just for you – benefits portal

- Free shares
- Holiday entitlement
- Childcare vouchers

*full benefits package available online - see 'Ignition Benefits'*





**MEET A CUSTOMER SERVICE ADVISOR**



**Name**  
Aimee Jones

**Role**  
Customer Service Advisor

**Joined Northgate**  
2014

**Describe your typical day:**

A typical day is very busy, I answer lots of phone calls, deal with e-mails and I am constantly talking to customers.

**What's the working environment like?**

I have a very good working environment, I get along with everybody I work with and I have a great relationship with my manager. If I have any problems I can go to her.

Also you can pick up the phone to anyone in Northgate if you have a problem or you're stuck. There are so many people you can speak to for help.

**What training & development have you received?**

I have received loads of training and development at Northgate. The first week I worked here I trained up in Darlington Head Office with people from lots of different branches. From then I became a front counter process champion so I've had the chance to visit other locations including Brent Cross and Leeds to help other people. I've also spent time working at the Portsmouth branch and I've been able to bring back all of that learning to my own branch.

**Tell us about the recognition scheme:**

You get recognised for doing your job well. You can nominate anyone for recognition and it's a real boost to be recognised by your colleagues for one of our values such as teamwork.

**Your advice to someone considering joining Northgate?**

Do your research, maybe go into one of the branches, say 'Hi' and get to know the wonderful people at Northgate, I thoroughly enjoy my job here.



**TOP TIPS**

**1. Don't be afraid to ask**

There are lots of difference things to learn as a CSA. You will get excellent training but there are often times where you might get stuck and don't be afraid to ask one of your colleagues. Everybody is really helpful and it's much better to ask rather than guess the right approach.

**2. Be flexible**

Our work is so varied so be prepared to juggle what you are doing and have flexibility to move onto different tasks quickly.

**3. Put the Customer first**

One of our key values is "Customer First" – so I always try and put the customer's needs first – think about what they want or need & do all you can to help them out.

**4. Learn about the vehicles**

Before joining Northgate I knew nothing about vans, but it does help to know your Sprinters from your Vivas.

**5. Make friends with the mechanics**

Get friendly with the mechanics as it's always useful to have an expert friend when something goes wrong with your car!

**6. Keep smiling**

Its often hectic and pressurised but keep your cool, don't panic and always keep positive and smiling.