





# **HOW NORTHGATE ARE YOU?**

# **YOUR Check List**

| Job title              | Location |
|------------------------|----------|
| Customer Service Agent | 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





# **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 Vivaros.

# 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.

# **CUSTOMER SERVICE AGENT**

PRICE:

£20,000



FULL SPEC **£27,717** 



### **EARNING OPPORTUNITIES**



**BONUS SCHEME** 

NORTHGATE SHARE SCHEME (EMPLOYER CONTRIBUTION)

CALL OUT £650

> TOTAL £23,250



## **DISCOUNTS**

JUST FOR YOU - BENEFITS PORTAL £800

**DISCOUNT WITH 02** PRODUCTS AND SERVICES

DISCOUNTS ON RENTAL, VEHICLE MAINTENANCE, TYRES

EYE TESTS / GLASSES **VOUCHERS** £70

**UNIFORMS** £150

TOTAL £1,270

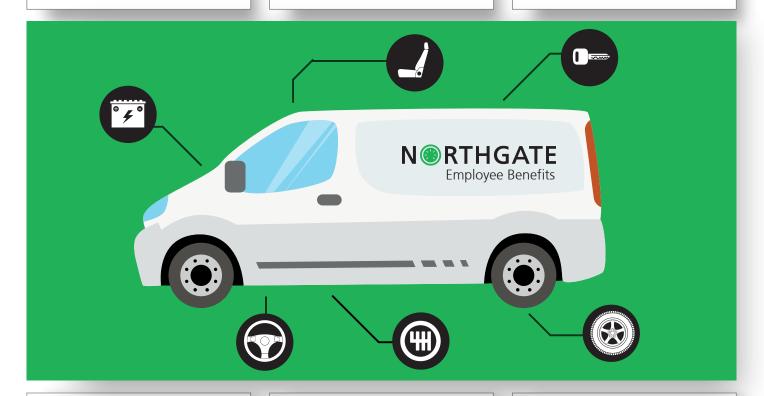


#### **SECURITY**



LIFE ASSURANCE £500

> TOTAL £1,500





# **LIFESTYLE**

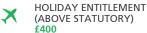


CHILDCARE VOUCHERS

TOTAL £1,183



### **LOYALTY**



CHRISTMAS PARTY

**BIRTHDAY HOLIDAY** 

TOTAL £514



# CAREER DEVELOPMENT

**DEVELOPMENT OPPORTUNITIES PRICELESS** 

**£PRICELESS** 



We are the leading light commercial vehicle hire business in the UK by fleet size. Operating since 1981, we hire light commercial vehicles to other businesses on a non-contractual basis - this gives our customers the flexibility to manage their vehicle fleet without a long term commitment.



A national network of 76 branches across the UK and Ireland and growing...



### FLEET MANAGEMENT

Northgate also offers an increasing range of fleet management services to help customers manage their vehicle fleets more effectively in order to reduce costs, improve efficiency and ensure they are able to meet their legal and duty of care obligations.



In order to provide the best possible service to our customers we maintain a modern fleet. At the end of their hire lives, our vehicles are sold through our retail and trade sales channels under the Van Monster brand.



Total fleet size of **56,0**<sup>6</sup>

In Spain, Northgate España has 23 locations and a combined fleet of 39,000 vehicles. We are the market leaders in commercial vehicle hire in Spain.

> LOCATIONS **IN SPAIN**



**DISTRIBUTION** 



**CONSTRUCTION** 

We primarily serve businesses who vary in size from owner operators to corporate customers. Our customers operate across a wide range of industries of which construction and distribution are two of the largest. Other major sectors include local authorities, manufacturing and

engineering, public utilities, retailers and wholesalers and a range of business services.



