

ROLE PROFILE: DRIVER SUPPORT ADVISOR

NAME:

REPORTING TO: DRIVER SUPPORT SUPERVISOR

DEPARTMENT: DRIVER SUPPORT

LOCATION: KINTO HEAD OFFICE, PORTSMOUTH

ROLE TYPE: FULL-TIME, PERMANENT

GRADE: G8

JOB SUMMARY (DESCRIBE OVERALL PURPOSE OF JOB IN A FEW SENTENCES)

There is no ordinary day in this contact centre role. As the first point of contact, you may be helping drivers on the phone to order a car, book a service or arrange delivery of a vehicle, while juggling a busy inbox and watching out for web-chat questions. This means you will need to think on your feet, follow process carefully while remaining full of energy!

You will be part of team who look out for each other, so it makes sense that you are good at building relationships. That extends to our drivers too, they need to feel that you are taking accountability for their issue, so while we target you on how many contacts you have handled, we will also take account of how you take ownership of a problem, use your initiative and see it through to the end. Administration work, including updating our CRM accurately and maintaining spreadsheets will therefore be required.

Your Supervisor will support you day-to-day alongside targeted coaching to help you be the best advisor you can be.

You will draw upon your customer services experience to handle difficult situations and find ways to make each interaction with our drivers delightful.

KEY RESPONSIBILITIES (DETAIL KEY JOB DUTIES BELOW IN BULLET POINTS)

- Work across multiple accounts when required and across the entire driver journey
- Take a lead in supporting all types of queries with our drivers
- Handle general driver communication via phone, email and web chat
- Become an advocate of our products and services
- Review customer reporting, identifying and correcting errors or exceptions
- Updating and maintaining our CRM system with customer information
- Book service, MOT and repair requests with our garage network
- Complete basic administration tasks such as logging and posting fuel cards
- Investigating and resolving customer complaints
- Identification and implementation of business and process improvements

SUBORDINATES	Direct reports: N/A Indirect reports: N/A
SEGREGATION OF DUTIES	N/A
LEGAL REQUIREMENTS	To maintain an appropriate level of knowledge and competence in the finance and insurance products appropriate to the role, and to abide by the conduct rules, in accordance with the requirements of the Financial Conduct Authority (FCA).

KEY CONTACTS
<p>INTERNAL All KINTO employees</p> <p>EXTERNAL KINTO customers and contacts</p>

SKILLS AND EXPERIENCE	
ESSENTIAL (ESSENTIAL TO PERFORM THE ROLE)	DESIRABLE (USEFUL TO HAVE)
<ul style="list-style-type: none"> ▪ Excellent commitment and engagement with the business ▪ Enthusiasm for doing what is right for the customer ▪ A high level of professional communication and relationship building skills ▪ Advanced customer complaint resolution skills ▪ Exemplary productivity and adherence to KPIs and targets ▪ Accurate data entry ▪ Ability to multi task and organise your workload 	<ul style="list-style-type: none"> ▪ Experience within a Contract Hire or Fleet Management business, or the motor trade ▪ Good knowledge of Microsoft Office, particularly Excel and Outlook ▪ Ability to learn and master in house systems quickly
KEY EDUCATION/QUALIFICATIONS RELEVANT FOR JOB ROLE	
<ul style="list-style-type: none"> ▪ English and Maths GCSE or equivalent 	

IDEAL PERSONAL ATTRIBUTES (NO MORE THAN 10 BULLET POINTS)
<ul style="list-style-type: none"> ▪ Like talking to customers on the phone ▪ Have a can-do-attitude which never flags ▪ Don't give up easily and take pride in getting things right first time ▪ Enjoy achieving SLA and targets ▪ Can resolve tricky issues and still keep smiling ▪ Learn from feedback quickly and positively ▪ Deliver on the promises you make ▪ Great attention to detail

TOYOTA WAY COMPETENCY LEVELS

CHALLENGE – PERSEVERANCE	1	KAIZEN – DELIVERING INNOVATION AND CONTINUOUS IMPROVEMENT	1
GENCHI GENBUTSU – EFFECTIVE FACT FINDING AND ANALYSIS FOR PROBLEM SOLVING	1	RESPECT – DRIVING EFFECTIVE COMMUNICATION	2
TEAMWORK – MANAGING OWN AND OTHERS' PERFORMANCE	1		

This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time and therefore this document may be amended from time to time in line with Company objectives.

JOB HOLDER:

SIGNATURE:

DATE:

LINE MANAGER:

SIGNATURE:

DATE:

Version	Drafted by	Date	Reviewed By	Date
1.0	Alison Fullbrook	16/05/2019		
2.0	Danielle Chambers	16/03/2021	Chris Young	30/03/2021