

Job title

Dealer Services
Representative

Hours: 35 hours per
week, Mon – Sun
9am – 8pm on a Rota
basis

Location:
Cardiff

Salary: Up to £17,000
Plus monthly bonus of up to
£350

Dealer Services Representative

Job Summary:

Proactively promote MotoNovo Finance products and services, manage all incoming call in a professional manner. Liaise with all necessary departments to provide assistance to dealers, brokers and account managers in order to deliver a reliable and efficient service.

Responsibilities:

- Delivering exceptional customer service to our Motor Dealer Customers via telephone and email.
- Liaise with all necessary departments to provide assistance to dealers, brokers and account managers in order to deliver a reliable and efficient service.
- Assist with queries from dealers in relation to new or existing agreements and maintain a comprehensive and up-to-date knowledge and understanding of MotoNovo Finance products and services proactively promoting them where appropriate.
- Promote good Relationship Management with MotoNovo dealers and field staff
- Maintain an up-to-date knowledge of regulatory and legislative information related to MotoNovo Finance products and services (e.g. ICOB, FCA rule, Money Laundering, Data Protection, etc) as advised by line management. Ensure all Money Laundering issues are reported appropriately.



- Ensure up to date knowledge of all MotoNovo Systems, including Nexus, Dealer Hub, Carport and Motoclick.
- Ensure abandoned rate, call quality, productivity and all other department SLAs are met with accordance of department targets.
- Escalate any system related issues where appropriate to Line Manager/ I.T department.

Selection Criteria	Essential	Desirable
Education/Training (Type/Level)	<i>Educated to GCSE level or equivalent</i>	
Experience (Years, field)	<i>Experience in a customer service/support role in financial services environment</i>	<i>Previous motor finance industry experience</i> <i>Knowledge of Consumer Credit Act and FCA</i>
Skills/Knowledge	<ul style="list-style-type: none"> • <i>Good written and verbal communication skills</i> • <i>Confident communicator</i> • <i>Able to demonstrate sound numerical skills and literacy</i> • <i>Determined individual with a desire to succeed</i> • <i>Negotiation skills</i> • <i>Able to remain calm under pressure and deliver results</i> • <i>Uses own initiative, resourceful, self-motivated and enthusiastic</i> • <i>Attention to detail</i> • <i>Able to follow procedure and work within a regulated</i> 	

	<p><i>environment</i></p> <ul style="list-style-type: none">• <i>Team player</i>• <i>Good IT skills in Microsoft Office</i>	
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Thank you for your interest in MotoNovo Finance. We endeavour to respond to all applicants however due to the volume of CV's received if you do not receive a response within two weeks please treat your application as unsuccessful on this occasion.

