

Input and Payout
Administrator

Hours: 35 hours per week, Monday – Friday between 9am-8pm. Saturday & Sunday between 9am-6pm (approx. 1 weekend in 4)

Location: Cardiff City Centre

Salary: £16,000 plus monthly bonus

Person Specification

The ideal candidate will be able to work quickly and accurately. High attention to detail is essential in this role. The appropriate candidate will also be able to work under pressure and as part of a team.

Responsibilities

1. Undertake the input and payout of new business applications using various computerised systems, through monitoring of all work queues, ensuring deals are dealt with promptly and in time order priority,
2. Undertake all necessary procedural checks for new business e.g. verifying vehicle details, applicant credit searches, etc, ensuring all information and documentation required is present and correct, in accordance with policies and procedures.
3. Undertake all necessary administration which accompanies new business proposals and payout, referring queries and issues to line management as necessary.
4. Scrutinise customer identification received, with a view to confirming its authenticity prior to authorising payout. Use judgment to identify inconsistencies and report suspected fraudulent cases to the MotoNovo Finance Fraud department.



5. Undertake customer security calls to verify identity (driving license interviews)
6. Assist Account Managers, customers, dealers and other third parties with general queries (e.g. settlement figures, vehicle and financial amendments, adhoc commission requests etc), undertaking instructions received as appropriate, in an accurate and timely manner. Resolve any queries to a satisfactory conclusion or pass them to the relevant department.
7. Ensure accurate and prompt payment to dealers via Direct Credit or Faster Payment methods.
8. Liaise with the Finance Department in dealing with settling other finance companies financial interest and dealing with contra settlement.
9. Monitor and assist dealers and Account Managers with MotoClick, overseeing the MotoClick work queue and management of FAQs and Helpdesk issues.
10. Treat customers fairly and aim to deliver fair customer outcomes in all of our day-to-day processes.
11. Work as part of a team – supporting, motivating and assisting colleagues in the operation of the department and throughout the business.
12. Recognise and recommend improvements to Company procedures to ensure the efficiency and effectiveness of the business.
13. Ensure that prompt and regular communication and support is maintained between all internal and external parties to ensure seamless and consistent service levels are maintained at all times, reporting exceptional matters to line management.

