

## **XL Motors**

### **Customer Service Advisor - Coventry**

#### **About us**

Established in 1990 XL Motors is Coventry's award winning British Standard Approved Accident Repair centre.

XL Motors have offered accident and repair services to businesses and the public in Coventry and surrounding areas for over 32 years. Under the XL Motors Group, we also now offer MOT, Service and Mechanical repairs a total all round motoring service, with over 12 Manufacturer Approvals including, Jaguar, Land Rover, Volvo , BMW and Mini making them an Industry Leading repairer, through continually Investment in Training and Technology.

#### **Benefits**

- Industry Leading Salary
- Exceptional Bonus Scheme
- 28 Days annual leave inclusive of Bank Holidays
- Plus, an extra days Holiday for your Birthday
- Workplace Pension
- Modern Uniform Provide
- Proven Career Progression
- Outstanding Company Culture and Ethos
- Regular Rewards and Incentives
- Manufacturer Learning Journey
- Flexible working Hours with opportunities for overtime
- Opportunities to attend local sporting events through our local partnerships with Coventry City Football Club and Coventry Rugby Club.
- This is not just a job it's a career

#### **About you**

We are looking for someone to take pride in the quality of their work. Due to being the first person the customer comes into contact with, this role requires a great deal of empathy, and the highest level of customer satisfaction is expected at all times. We believe delivering what is important to each individual customer is key to the role. As a Customer Service Claims advisor you will be based within a small team. You are the voice of the company therefore a desire to deliver extraordinary customer service is a must as well as the ability to handle customer concerns and develop an exceptional resolution. If you feel that you are the right person for this role, then join the XL team.

### **Core duties and responsibilities**

- Managing our customers Journey
- Booking customers vehicles in for repair
- Answering and making phone calls
- Updating work providers or insurance companies
- Data inputting
- Imaging customers vehicles
- Achieve daily targets
- Creating job packs and all associated admin
- Liaise with transport to arrange collections and deliveries
- Adhere to company policies guidelines and health and safety regulations

### **Working Hours**

Standard business hours are 8am – 5.30pm Monday – Friday and 8.30am – 12.30pm Saturdays

The role will be based on a 40-hour contract including one in four Saturday, with overtime available

### **Salary**

Starting salary from £18,500 to £ 23,500, £27,500 OTE, dependant on experience

### **Requirement**

Driving License

Proof of residence in the UK.

***Together we achieve greatness***