

## Customer Relations Team Leader

Reports to: Customer Care Manager

The Customer Relations Team Leader will supervise the work of the Customer Relations team, to meet and maintain department performance and quality standards. The Team Leaders will be tasked with analysing monthly performance reports against agreed metrics, monitoring performance and quality in line with departmental objectives and identifying and implementing training needs of team members. The Team Leader will also cover for the Customer Care Manager in their absence.

## ROLE DELIVERABLES

- Manage and motivate team members to maintain and improve service and standards, and to work effectively to achieve team and organisational goals.
- Monitor staff performance; carry out monthly appraisals and be responsible for supporting the personal development of employees within the team by identifying and implementing training needs.
- Act as a point of referral for team members, working together with the subject matter experts to handle escalated complaints and raise any feedback where appropriate.
- Analyse procedures and processes to identify areas of improvements in relation to complaint handling.
- Make sound improvements to these processes.
- Motivate team members and act as a role model for the department and the operations team mission, vision and values.
- Manage and respond to customer survey responses in a timely manner, providing resolution where appropriate.
- Responsible for organising and managing workflow throughout the team daily to ensure efficient turnaround time in line with department SLA.
- Gather information and investigate the root cause of issues that are detracting from customer experience.
- Managing and resolving any escalated complaints from Stellantis Financial Services customers, retailers or the brands and liaising directly with other department managers when required.



## JOB CHALLENGES

The demands of managing a range of complaints and customers requiring a prompt response will create a challenging working environment. In addition, the jobholder will be required to make sure all actions follow internal policies and external regulation. The successful candidate will need thorough knowledge of all financial products offered to our customers, related services and of the relevant FCA and FOS rules and regulations.

## EMPOWERMENT

The successful candidate will be expected to work autonomously with their performance being monitored and measured on results against targets. The role is within a call centre environment where deadlines are largely determined by the workflow and departmental targets, although you'll have some discretion over the prioritisation of other tasks. Processes and precedents will be in place to guide the jobholder, and management will be available daily to assist in resolving escalated issues and advising where no precedents have been set. This role will be responsible for putting steps in place to make sure the team members reach their targets.

## BUDGET RESPONSIBILITIES

None.

## WORK RELATIONSHIPS

Working relationship with the Customer Care Manager, Legal and Compliance, Head of Customer Service and Contact Centre Manager to maintain consistency in Stellantis Financial Services standards, procedures, policies and regulations.

Regular communication with Head of Digital and Customer Experience in the Stellantis Financial Services Marketing Team to continuously improve experience of the customer journey.

Working closely with Data Protection Officer and Collections management team to maintain consistency in department standards, procedures and policies.

## CANDIDATE PROFILE

Foreign language skills:

- None required for this role.



Professional qualifications, vocational training, education level:

- 5 x GCSEs 'A-C' levels, including English and Maths required.
- 'A' levels or equivalent desirable.

Previous experience required:

- Experience in a complaint's environment is essential.
- Excellent communication skills with the ability to liaise and communicate with all levels of colleagues and customers is essential.

Person characteristics required:

- The ability to think and plan ahead.
- Excellent time management.
- Able to motivate, develop and train direct reports.
- Flexible and highly adaptable to change.
- A leader with confidence to make decisions.
- Ability to relay messages and handle conflict.

## **CAREER PATH (PRE & POST)**

This position would constitute a promotion for people who have held the following positions:

- Funder.
- Contact Centre Agent,
- Collections Agent,
- Senior Agent,
- Customer Relations Specialist,

On leaving this position, a job that would be considered a promotion is:

- Funding Manager,
- Customer Care Manager,
- Underwriting Manager,
- Contact Centre Manager,
- Collections Manager,

