

**Job Title:** Customer Services Loan Administrator – Experienced

**Reporting To:** Head of Customer Services

**Department:** Customer Services

**Location:** Woking GU21 6DJ

**Hours:** Full-time

### **Opportunity Description**

An exciting position has become available for a full-time experienced Customer Services professional based in Woking, Surrey. Our customers are the core of our business so we need individuals who can understand and solve for our customers' varied needs.

### **Role Requirements**

- Track record of dealing with customers in a lending organisation, ideally 10+ years.
- Knowledge and experience of arrears management.
- Confident and clear communicator.
- Has attention to detail and ability to work to deadlines.
- Self-starter and self-reliant.
- Pragmatic, flexible and solutions orientated.
- Open, honest, reliable and acts with integrity.
- Strong team player who is conscientious, friendly and professional.

### **Main Responsibilities:**

- To provide Step One's customers with first class customer services, on both phone calls and in writing.
- To treat customers in a courteous, professional and empathetic way, always representing Step One appropriately.
- Contact customers experiencing payment difficulties to understand their circumstances and agree forbearance where appropriate.
- Manage vulnerable customers in line with company policy.
- To establish and maintain an effective working relationship with key third party business partners.
- To read, understand and work in accordance with both the Company's secured and unsecured policies and processes.
- Ensure customer records are complete and accurate including the rationale to support any decisions taken.
- To identify opportunities to improve the customer journey and process efficiencies.

**Why should you apply?**

- The chance to join a fantastic company.
- To become part of a hardworking, dedicated team.
- To showcase your current knowledge and skill set in the field.
- To be a proactive member of the company.
- Casual dress.
- Company pension.
- Bonus Scheme.
- Cycle to work scheme.
- Private medical insurance.
- Referral programme.