

Customer Service Agent

Leeds

Competitive salary starting at £18,574 rising to £20,634 (after full training) and a Bonus scheme awarding up to 25% of salary.

WHO ARE WE

We are Lantern and we specialise in debt purchase and recovery. Our customers trust us and they tell us so. We have grown substantially in recent years, winning many awards including Investor in Customers Silver Accreditation in late 2017, maintaining this in 2018, more recently new investment has taken place, creating further opportunities for growth. As our journey continues, we have a really great opportunity to join us in our easily accessible offices situated on the outskirts of Leeds with great public transport access.

ABOUT THE CUSTOMER SERVICE AGENT ROLE

We're a small company with a Big Heart – and we show it every day in our values. You'll be joining a company with strong ethics, we do the right thing by each other. As a Lantern Customer Service Agent, you'll support our customers achieve a suitable sustainable solution to their outstanding debt balance. You'll achieve this by building rapport and maintaining a realistic approach to understand their circumstance, by demonstrating strong communication skills to quickly react with the right level of support to the customer situation quickly.

WHAT YOU'LL BE DOING AS A CUSTOMER SERVICE AGENT

- Communicating with customers using effective questioning and listening skills to enable you to fully understand their individual financial circumstances and needs
- Demonstrating empathy and care with the service you provide to our customers
- Demonstrate a confident, outgoing, and resilient nature, with the ability to quickly establish rapport with our customers and build strong relationships
- Demonstrate perseverance in challenging situations and be able to work as part of a team is essential to this role
- Treat customers fairly at the heart of all that you do
- Make outbound cash collection calls to collect debt owed by customers, ensuring accurate account information is captured.
- Answer and manage all inbound collection calls and ensure accurate account information is captured.
- Negotiate appropriate payment plans to suit customer requirements within authority levels.
- Put forward suggestions on recovery techniques and share best practice with colleagues.
- Support the team and department in the delivery of team and company objectives.
- Ensure sustainable repayment agreements by assessing affordability and agreeing the best outcome for the customer
- Recognise vulnerable consumer groups and ensure the correct outcome for the customer
- Deliver high levels of customer service including effective dispute/complaint resolution and verbal communications
- Deliver any other reasonable requests from your line manager or senior management team.
- Comply with all relevant company policies, procedures, regulation, legislation and guidance and client contractual agreements
- Achieve individual KPI's and contribute towards achieving team and departmental KPI's
- Maintain accurate records of customer (including third party and representatives) verbal and written communications
- Build and maintain strong working relationships across departments within the company
- Represent the interests of the company in a professional and competent manner
- To take responsibility for risk and compliance within the remit of your role.

WHO WE ARE LOOKING FOR

Reporting into the Customer Service Team Leader, the role holder will be a strong negotiator with a passion for customer service. You will provide the best possible experience in every customer interaction, adapting your approach to suit customer requirements. You will be a self-motivated individual who enjoys a fast paced atmosphere, works well as part of a team and demonstrates a natural ability to negotiate.

Qualifications and experience

- Previous experience in an FCA regulated business would be desirable
- Experience within a contact centre environment would be favourable
- Clear and effective communication skills with strong negotiation skills
- Ability to empathise with customer circumstances
- Ability to achieve targets whilst prioritising
- Good problem-solving skills and able to work to tight deadlines
- Assertive, confident style with a competitive nature
- Strong IT skills in MS Office applications Word/PowerPoint/Excel and outlook

WHAT YOU'LL GET IN RETURN

- A really competitive salary starting at £18,574 rising to £20,634 (after full training)
- Monday to Friday 39 hours per week (inclusive of up to two in four Saturdays)
- Bonus earnings potential of 25% of salary
- Up to 5% employer contribution to your pension plan
- Generous Healthcare Cash Plan
- 23 days holiday (Rising to 26 days with length of service) + Bank holidays
- Free Parking
- Cycle to work scheme
- Child care vouchers
- Other benefits associated with forward thinking companies, including really great recognition schemes
- A newly refurbished office environment with modern facilities because where you work is just as important as what you do.

NEXT STEPS

- Please send an email with your CV and covering letter to careers@lanternuk.com
- We'll look forward to you joining our team.

Due to the nature of our business, any offer of employment will be subject to satisfactory background checks (DBS Basic and Employment Credit file check).

No agencies