

**Job Title:** Customer Services Loan Administrator

**Reporting To:** Head of Customer Services

**Department:** Customer Services

**Location:** Woking GU21 6DJ

**Hours:** Full-time

### **Customer Services Loan Administrator**

An exciting position has become available for a full-time experienced Customer Services Loan Administrator based in Woking Surrey.

#### **Role Requirements**

- Track record dealing with customers in a **non-retail, office-based environment**, ideally within Financial Services.
- Excellent IT (specifically Excel), analytical, administration and organisational skills.
- Confident and clear communicator.
- Strong team player who is conscientious, friendly and professional.
- Attention to detail.
- Self-starter with a 'can do' attitude. Pragmatic, flexible and solutions orientated.
- Open, honest, reliable and with integrity.

#### **Main Responsibilities:**

- To provide Step One's customers with assistance if they raise a query or require information.
- To contact customers in respect of overdue balances, payments, fees and charges to ensure they remain informed.
- To conduct inbound and outbound calls with customers in a professional and empathetic way and behave in a manner that ensures Step One customers are treated fairly.
- To ensure the accuracy of customer and loan related data is captured during the loan administration process on our inhouse system.
- To establish and maintain an effective working relationship with key 3<sup>rd</sup> party business partners.
- To provide relevant statements to customers in a timely manner in accordance with regulatory guidelines.
- To read, understand and work in accordance with both the Company's secured and unsecured policies and processes.
- To recognise and identify customers complaints and escalate them accordingly.
- To recognise when a customer is 'vulnerable' and provide them with available forbearance options.
- To assist customers who are in arrears by providing information and options available to them.
- To escalate to management, accounts where all options to recover monies have been exhausted and legal action may be required.
- To work with the Head of Customer Services in relation to any other ad-hoc queries.
- To report incidents that may have a customer impact to the Head of Compliance in a timely manner.
- To assist in the identification of Step One being used to facilitate financial crime.

The role is not responsible for any staff members.

**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.