

Job Title: Customer Services Loan Administrator – Entry level

Reporting To: Head of Customer Services

Department: Customer Services

Location: Woking GU21 6DJ

Hours: Full-time

Opportunity Description

Step One Finance Limited is a rapidly growing specialist lender located in Woking, Surrey. The company is seeking full-time entry level Loan Administrators to assist with the growing number of customers.

Purpose

Entry level Customer Services Loan Administrator role, reporting to Step One's Head of Customer Services.

Why should you apply?

The chance to join a fantastic growing company and gain knowledge and experience in a lending business.

Personal Attributes / Skills Needed

- Ideally some experience dealing with customers in a **non-retail, office-based environment**, ideally within Financial Services.
- Excellent IT, 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 3rd party business partners.
- 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 assist in the identification of Step One being used to facilitate financial crime.

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.