

## Role overview

Are you customer services individual, driven and keen to work for a leading and growing Accident Repair Manager? Do you want to work for a company who really cares about their people and their customers? If the answer is yes – then Complete Vehicle Support is the place for you!

Here at CVS, we are a close-knit team that take pride in our ability to deliver a first-class service to our customers. To do this we strive to create an environment which is great for our people. We want our people to enjoy coming to work, and to feel they can make a difference. We believe in treating our people well and showing them that they are what makes a company great.

Based in Chester, we offer flexible working from home on a hybrid basis upon successful completion of training and probation.

The role is varied with tasks carried out on a rotation basis, meaning you will learn all aspects of repair management, dealing with car body repairers, insurers and broker clients. The role offer training and opportunities to progress within our business.

Communicate with customers using a variety of customer contact systems, including phone and email.

- Provide customers and supplier partners with relevant information that is clear and accurate.
- Deliver against a set of Key Performance Indicators that will be provided to you by your line manager
- Provide a great customer experience that exceeds our business partners expectations, performance and customer satisfaction scoring
- Demonstrate ability to work both individually and as part of a team
- Computer literate - demonstrate use of MS Office – training provided for our own bespoke management system
- Excellent customer service skills with ability to converse well with all stakeholders
- Rapport building skills to be able to speak with our customers and build positive relationships
- Can-do positive attitude towards customers and team members alike
- Self-driven to continuously improve performance

Previous experience in motor claims management would be great but full training can be given if the right candidate doesn't have this.

## Further information

We offer a competitive salary up to £25K. This is dependent on experience. As well as a competitive salary we offer the following benefits

Competitive holiday allowance alongside Bank Holidays

Company pension scheme

Additional earning potential through overtime

Our benefits portal offers discounts on car/van breakdown, dental, optical and so much more.

Generous employee referral schemes

Its your birthday! Take a day on us.....

Well being hour - enjoy an hour away from work to do yoga, pilates or meditation

We offer a first-class employee support our employees counselling support, menopause support, casual office dress code, summer and Christmas parties and much more.

We are proud of our success and growth and have been recognised for many industry awards across our business. If you wish to work for a company that truly puts people at the heart of their organisation, then we would love to hear from you. CVS operates a flexible working policy, and our management teams will talk to you about how that would meet both your flexible working needs and those of the business and role you are applying for. We would love to hear from you if you want to hear more about opportunities in CVS.

We are an equal opportunities employer, committed to hiring a diverse and inclusive workforce. We do not discriminate on the basis of race, colour, gender, religion, disability, age, sexual orientation or any other characteristic protected by law.